NORTH CENTRAL REGIONAL TRANSIT DISTRICT
BOARD MEETING AGENDA

November 6, 2015
9:00 AM - 1:00 PM
Jim West Regional Transit Center
Board Room

CALL TO ORDER:

1. PLEDGE OF ALLEGIANCE
2. MOMENT OF SILENCE
3. ROLL CALL
4. INTRODUCTIONS
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – October 9, 2015
7. PUBLIC COMMENTS

PRESENTATION ITEMS:

A. **Recognition of Mr. Tim Vigil's Service to the North Central Regional Transit**
Sponsor: Daniel Barrone, Chairman and Anthony J. Mortillaro, Executive Director

B. **Presentation of Employee Anniversary Awards**
Sponsor: Daniel Barrone, Chairman and Anthony J. Mortillaro, Executive Director

ACTION ITEMS FOR APPROVAL/ DISCUSSION:

C. **Discussion and Consideration of Resolution No. 2015-31 Adopting the Long Range Transit Service Plan**
Sponsor: Anthony J. Mortillaro, Executive Director
Attachment.

D. **Discussion and Possible Action on a Memorandum of Agreement (MOA) between the village of Taos Ski Valley (Village) and the North Central Regional Transit District (District)**
Sponsor: Anthony J. Mortillaro, Executive Director
Attachment

E. Resolution No. 2015-32 Adopting NCRTD EEO Plan
Sponsor: Anthony J. Mortillaro, Executive Director, Daria Veprek, Human Resource Director
Attachment

DISCUSSION ITEMS:

F. Discussion of the Demand Response ADA / Paratransit Performance Measures for use for paratransit management and for reporting to the Board
Sponsor: Anthony J. Mortillaro, Executive Director, Mike Kelly, Transit Operations and Facilities Director
Attachment

G. Quarterly Investment Report
Sponsor: Anthony J. Mortillaro, Executive Director, Troy Bingman, Finance Director.
Attachment

H. Financial Report for September 2015:
Sponsor: Anthony J. Mortillaro, Executive Director, Troy Bingman, Finance Director.
Attachment

I. Finance Subcommittee Report:
Sponsor: Chair Pete Sheehey and Anthony J. Mortillaro, Executive Director.

J. Tribal Subcommittee Report:
Sponsor: Chair Lonnie Montoya and Anthony J. Mortillaro, Executive Director.

K. Executive Report for October 2015 and Comments from the Executive Director:

1) Executive Report
2) Performance Measures for September 2015
3) Ridership Report for September 2015

MATTERS FROM THE BOARD

MISCELLANEOUS

ADJOURN

NEXT BOARD MEETING: December 4, 2015

If you are an individual with a disability who is in need of a reader, amplifier, qualified Sign Language interpreter or any other form of auxiliary aid or service to attend or participate in the hearing of the meeting, please contact the NCRTD Executive Assistant at 505-629-4702 at least one week prior to the meeting, or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats.

North Central Regional Transit District
Board Meeting
Friday, October 9, 2015
Jim West Regional Transit Center
Española, New Mexico
9:00 a.m. - 1:00 p.m.

CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Mayor Daniel Barrone, Chair, at 9:20 a.m. at the Jim West Regional Transit Center, 1327 Riverside Drive, Española, New Mexico.

1. **Pledge of Allegiance**

2. **Moment of Silence**

3. **Roll Call**

Ms. Sandoval called the roll and it indicated the presence of a quorum as follows:

Members Present:	**Elected Members**	**Alternate Designees**
Los Alamos County		*Mr. Philo Shelton [telephonically]*
Rio Arriba County	*Councilor Alex Naranjo*	
Taos County		*Mr. Leandro Cordova*
Town of Taos	*Mayor Daniel Barrone*	
Santa Fe County	*Commissioner Miguel Chávez*	
Nambé Pueblo	Absent	
Ohkay Owingeh	*Ms. Christy Mermejo*	
Pojoaque Pueblo		*Mr. Cameron Martínez*

Santa Clara Pueblo	Absent	
City of Santa Fe	Absent	
San Ildefonso Pueblo	*Ms. Lillian Garcia*	
Tesuque Pueblo	*Fmr. Gov. Charles Dorame*	
City of Española	*Councilor Tim Salazar*	
Town of Edgewood	Absent	
Rio Metro (ex officio)	Absent	

Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Mr. Michael Kelly, Transit Operations Manager
Ms. Stacey McGuire, Projects and Grants Specialist
Mr. Jim Nagle, Public Information Officer
Mr. Troy Bingham, Finance Director
Mr. Gary Guinn, Fleet and Facilities Maintenance Manager
. Ms. Shannon Sandoval, Financial Specialist
Ms. Daria Veprek, Human Resources Director

Others Present
Mr. Peter Dwyer, Legal Counsel
Mr. Carl Boaz, Stenographer

4. INTRODUCTIONS

Everyone present introduced themselves to the Board and public.

5. APPROVAL OF AGENDA

Councilor Naranjo moved to approve the agenda with the closed executive session right after the action items. Mr. Cordova seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, Santa Fe County, Taos County and Town of Taos voting in favor and none voting against (8-0).

6. APPROVAL OF MINUTES B September 4, 2015

Commissioner Chávez moved to approve the minutes of September 4, 2015 as submitted. Ms. Christy Mermejo seconded the motion and it passed by unanimous roll call vote with City of

Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, Santa Fe County, Taos County and Town of Taos voting in the affirmative and none voting against (8-0).

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS:

A. Recognition of Mr. Tim Vigil's Service to the North Central Regional Transit District Board of Directors

Mr. Vigil was not present to receive recognition.

B. Introduction of North Central Regional Transit District Human Resources Director

Mr. Mortillaro introduced Daria Veprek as the new Human Resources Director who started nearly a month ago. The Board welcomed her to the RTD.

ACTION ITEMS

C. Discussion and Consideration of Resolution No. 2015-29 Updating the North Central Regional Transit District's Financial Policies

Mr. Bingham presented this resolution and noted that the investment portion was being moved into its own policy (p 38).

Ms. Garcia joined the meeting at 9:28.

Mr. Bingham explained the policy changes starting on p 41 of the packet. The policy includes a more restrictive collateralization of 100% regardless of what bank holds the funds. It also redefines interest and that the District will use multiple banks with 60% maximum in any one bank. He added that interest from the banks is usually very low but liquidity is high. As much as 40% is available in 24-48 hours. The remainder is held for one-year minimum. The District keeps investments within the four counties of the District and all is insured by FDIC up to $250,000. At least 12% of revenue should be in checking at all times so liquidity is ample to meet the needs. The Local Government Investment Pool does not provide a great return. The highest for LGIP has been 1.2%. CDs are opened in staggered one-year terms.

Mr. Bingham said the interest earned for the year was equivalent to a driver's salary.
Every quarter at the Finance Subcommittee he will review the investment portfolio to keep returns as positive as possible.

Mr. Bingham recommended reducing the present $3.3 million in liquidity to $2.5 million with 10% in the LGIP and moving the excess into CDs for a return of at least 40 basis points. All of it will be secured through collateralization.

The most important change is on the broker/dealer policy to open up the ability to invest in government securities and mutual funds. There are not many things that produce great returns but the District will seek for them.

Mr. Cordova supported separating the investment policy. He asked if there is a cost at LANB at 100% collateralization.

Mr. Bingham said LANB is the largest bank within the District and they provide the collateralization at no cost.

Commissioner Chávez referred to policy #6 where he saw no heading on any of the material that identified that policy.

Mr. Bingham referred him to page 38.

Commissioner Chávez said the Resolution addresses financial policy #1 and investment policy #6 and asked if in the motion, they need to reference those two documents.

Mr. Bingham said the resolution is on page 16.

Commissioner Chávez understood the Board is adopting a redline version so it is only a draft. He asked when the Board will see the final version.

Mr. Bingham said if the Board approves the resolution that will become the final policy. The dates will be inserted in the resolution.

Commissioner Chávez moved to approve Resolution 2015-29 updating the North Central Regional Transit District's Financial Policies. Chair Barrone seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Taos County and Town of Taos voting in the affirmative and none voting against (9-0).

D. Discussion and Consideration of FY 2016 5310, 5311 Capital, Cash Reserves, and Capital Outlay Budget Bus Procurement

Mr. Mortillaro clarified this is the District's annual bus procurement.

Governor Dorame arrived at 9:43.

Mr. Guinn clarified that this time, the RTD is doing all bus purchases at one time from eligible funds. The Buses purchased with 5310 funds can only be used on 5310 routes but it will free up the other buses. Staff had asked for 14 and 8 passenger vehicles but had to move up to 14 passenger capacity. Four of them are ADA transit vans with full smart floor feature which are very versatile and user-friendly. Two will have half smart floors.

The 5311 funds will purchase cutaway vans. Match money goes to the 5311 vehicles. They also looked at a demo bus but it wouldn't meet our needs as it only holds 8 passengers.

All eight vehicles will be purchased by state price agreement.

Ms. Mermejo was confused about how they are matching the federal outlay and Mr. Guinn explained it.

Ms. Mermejo asked if this comes through NMDOT.

Mr. Guinn agreed.

Chair Barrone asked when they will be delivered.

Mr. Guinn said it would take 90 days.

Councilor Naranjo moved for approval of the FY 2016 5310, 5311 Capital, Cash Reserves, and Capital Outlay Budget Bus Procurement. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Tesuque Pueblo, Taos County and Town of Taos voting in the affirmative and none voting against (10-0).

E. Discussion and Consideration of Resolution No. 2015-30 Adopting System-Wide Route Modifications

Mr. Mortillaro said the District adopted a five-year service plan that called for route evaluations after six months. We established some pilot routes then and today, we will discuss changes. Not all of the twenty routes are performing as desired.

Ms. McGuire summarized the modifications as shown on page 57 and in a spreadsheet on page 62. Then she went back and provided the reasons for each change in detail which were also included in the packet. Proposed reduction in services and elimination of some bus stops were all based on ridership statistics.

In response to questions from the Board, Ms. McGuire explained that future needs could bring about expanded services or resuming bus stops as needs arose. She also assured the Board that public notices in buses and publications and website would alert the public to the changes. The District will also send emails to all riders who have provided email addresses.

Commissioner Chávez asked that Santa Fe County Commissioners be notified of the reductions in Santa Fe County with the reasons for them.

Ms. McGuire agreed to do so. She said the result of all the proposed changes would be from $12,000 to $22,000 in added costs which can be absorbed into the operational budget.

Commissioner Chávez asked if the Board could leave the resolution open for notice to the public before all the changes are finalized.

Mr. Dwyer said a whereas statement could be added that the changes would be done on a trial basis.

Commissioner Chávez asked that it include that staff would offer public notice and conduct public hearings on the changes where those were needed.

Mr. Dwyer asked if he would accept public outreach?

Commissioner Chávez agreed to that wording.

Mr. Dwyer said he would add public outreach to the resolution.

Commissioner Chávez moved to approve Resolution No. 2015-30 Adopting System-Wide Route Modifications with the public outreach amendment. Councilor Naranjo seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Tesuque Pueblo, Taos County and Town of Taos voting in the affirmative and none voting against (10-0).

CLOSED SESSION

Closed Session pursuant to NMSA 1978, Section 10-15-1 (H) (7) for the limited purpose of discussing threatened litigation regarding certain demands for refunds made by the NCRTD to the Internal Revenue Service

Commissioner Chávez moved to go into closed executive session. Councilor Salazar seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Tesuque Pueblo, Taos County and Town of Taos voting in the affirmative and none voting against (10-0).

The Board went into closed session at 10:38 a.m. until 10:51 a.m.

K. Reconvene in Open Session: Possible action item(s) from closed session

Mr. Cordova moved to return to open session. Councilor Naranjo seconded the motion and it

passed by unanimous voice vote.

Mr. Dwyer announced to the public that during the closed session, no actions were taken and the only matters discussed were those identified in the agenda. Mr. Dwyer requested that the Board authorize him to proceed as necessary as indicated in the executive session.

Mr. Cordova moved to approve Counsel's report. Councilor Naranjo seconded the motion and it passed by unanimous roll call vote with City of Española, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Tesuque Pueblo, Taos County and Town of Taos voting in the affirmative and none voting against (10-0).

Commissioner Chávez moved to direct Counsel to pursue collection of refunds from IRS by the NCRTD. Mr. Cordova seconded the motion and it passed by unanimous roll call vote with City of Española, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Fe County, Tesuque Pueblo, Taos County and Town of Taos voting in the affirmative and none voting against. Los Alamos County was not present for the vote (9-0).

DISCUSSION ITEMS:

Commissioner Chávez asked if the Board could suspend the discussion items to the next meeting. Staff could provide the information to members if needed.

Mr. Mortillaro asked for the Board to consider one item under J.

J. Executive Report for September 2015 and Comments from the Executive Director

Mr. Mortillaro reported that the District has used the State Insurance carrier from the New Mexico Municipal League since the day NCRTD started and has never gone out to the market place to check on insurance coverages and costs elsewhere. He would like to receive proposals from insurance companies to determine what coverage and who should provide it for the District. It might need a change and maybe not. He wanted Board concurrence to issue an RFP and hire a broker to help with the process to represent our insurance needs to various companies out there.

Councilor Naranjo asked what the broker's fee is.

Mr. Mortillaro anticipated that the chosen insurance company would pay the fee. He would propose it be done as a professional services agreement.

Chair Barrone said he does that in his own business and considered it a good practice.

There were no objections from the Board.

F. Discussion and Review of Performance Measures for ADA Paratransit and Demand Service

This item was not considered.

G. Financial Report for September 2015

This item was not considered.

H. Finance Subcommittee Report

This item was not considered.

I. Tribal Subcommittee Report

This item was not considered.

J. Executive Report for September 2015 and Comments from the Executive Director

Other than the request above, this item was not considered.

1) **Executive Report**
2) **Performance Measures for August 2015**
3) **Ridership Report for August 2015**

MATTERS FROM THE BOARD

There were no matters from the Board.

MISCELLANEOUS

There were no miscellaneous items.

ADJOURN

Councilor Naranjo moved to adjourn the meeting. Mr. Cordova seconded the motion and it passed by unanimous voice vote.

The meeting was adjourned at 10:58 a.m.

The next board meeting is scheduled for November 6, 2015 at 9:00 a.m. at the Jim West Regional Center.

Approved by:

_____
Daniel R. Barrone, Chair

Attest:

_____
Dennis Tim Salazar, Secretary

Submitted by:

_____
Carl Boaz for Carl G. Boaz, Inc.

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: November 6, 2015
Agenda Item - C

Title: Discussion and Consideration of Resolution No.2015-31 adopting the Long Range Strategic Plan

Prepared By: Anthony J. Mortillaro, Executive Director

Summary: Over the last eleven months the consulting team from Felsburg, Holt and Ullevig (FHU) has meet with the Board on four separate occasions to present the various elements of the Long Range Strategic Plan. At the August, 2015 Board meeting the final draft of the document was presented to the Board for comment. Since that meeting, the Long Range Strategic Plan has been placed on the District's web site for public review and input. The New Mexico Department of Transportation Rail and Transit Division has reviewed the document and have also provided their input which is reflected in this final draft. Resolution No.2015-31 would adopt the Long Range Strategic Plan.

Background: FHU was contracted with to create the first ever Long Range Strategic Plan for the District. The tasks in the contract provide for four meetings with the Board.

Recommended Action: Adoption of Resolution No.2015-31 and the Long Range Strategic Plan.

Options/Alternatives:
1. Take no action; or
2. Adopt the recommendation, (recommended); or
3. Amend, modify or reject the recommendation and provide direction to staff.

Fiscal Impact: See Long Range Strategic Plan

Attachments:

Resolution No.2015-31 Adopting Long Range Strategic Plan
Long Range Strategic Plan

North Central Regional Transit District (NCRTD)

Resolution 2015-31

Adoption of the Long Range Strategic Plan

WHEREAS, the NCRTD was created through legislative enactment (chapter 65, signed March 21, 2003); and,

WHEREAS, the NCRTD is a sub-division of the State of New Mexico; and,

WHEREAS, the NCRTD was approved and certified by the New Mexico Department of Transportation Commission September 14, 2004; and,

WHEREAS, the NCRTD was created by agreement between the City of Española , Los Alamos County, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, San Juan Pueblo, Santa Clara Pueblo, the City of Santa Fe, Santa Fe County, Taos County and Tesuque Pueblo; and,

WHEREAS, the NCRTD adopted a five year Transit Service Plan update on May 20, 2014; and,

WHEREAS, the NCRTD since its establishment has not had a Long Range Strategic Plan to identify the long-term direction of the NCRTD; and,

WHEREAS, Long Range Strategic Plan provides a vision and clear path to the future for transit service in NCRTD's four county service area for the next twenty (20) years; and,

WHEREAS, the Long Range Strategic Plan will help the NCRD prioritize investments and allocate resources in a manner compatible with reaching the goals enumerated therein; and,

WHEREAS, the NCRTD Board of Directors conducted four public sessions in discussing and reviewing the various drafts of the Long Range Strategic Plan along with five public workshops within its four county service area; and

NOW THEREFORE BE IT RESOLVED BY THE NCRTD THAT THE BOARD OF DIRECTORS THAT IT ADOPTS THE LONG RANGE STRATEGIC PLAN, SUBSTANIALLY AS CONTAINED IN EXHIBIT "A" ATTACHED HERETO.

THAT THE BOARD FURTRHER AUTHORIZES THE EXECUTIVE DIRECTOR TO WORK WITH STAFF, THE PUBLIC, AGENCIES AND COMMUNITIES THROUGHOUT THE NCRTD FOUR COUNTY SERVICE AREA IN ITS IMPLEMENTATION CONSISTENT WITH THE ADOPTED LONG RANGE STRATEGIC PLAN.

PASSED, APPROVED, AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 6th DAY OF NOVEMBER, 2015.

_____
Daniel Barrone, Chairman

Approved as to form:

_____
Peter Dwyer, Counsel

DRAFT

October 2015

RTD
SERVING NORTH CENTRAL NEW MEXICO

Long Range Strategic Plan

Submitted to: **North Central Regional Transit District (NCRTD)**

Submitted by:

FELSBURG HOLT & ULLEVIG

In Association with:

The Mercer Group, Inc.
Consultants To Management

REgeneration Strategies

Rosemary Romero Consulting

Acknowledgments

Thank you to Board members and Staff involved in developing this strategic plan.

Contributing NCRTD Board of Directors and Alternates

Councilor Chuck Ring	Town of Edgewood
Councilor D. Tim Salazar (Board Secretary/Treasurer)	City of Española
Councilor Pete Sheehey	Los Alamos County
Philo S. Shelton III	Los Alamos County
Lonnie Montoya	Nambé Pueblo
Christy Van Buren	Ohkay Owingeh Pueblo
Tim Vigil	Pojoaque Pueblo
Commissioner Alex Naranjo	Rio Arriba County
Tomás Campos	Rio Arriba County
Lillian Garcia	San Ildefonso Pueblo
Mary Lou Valerio	Santa Clara Pueblo
Councilor Patti Bushee	City of Santa Fe
Jon Bulthuis	City of Santa Fe
Commissioner Miguel Chavez (Board Vice Chairman)	Santa Fe County
Commissioner Jim Fambro	Taos County
Mayor Daniel R. Barrone (Board Chairman)	Town of Taos
Former Governor Charles Dorame	Tesuque Pueblo

Contributing NCRTD Staff

Anthony Mortillaro, Executive Director
Mike Kelly, Transit and Facilities Operations Director
Troy Bingham, Finance Director
Stacey McGuire, Transit Planning, Projects and Grants Manager
Jim Nagle, Public Information Officer
Gary Guinn, Fleet and Facilities Maintenance Manager
Bob Hiland, Transit Route Supervisor
Tommy Martinez, Transit Route Supervisor
Shelly Outman, Transit Route Supervisor

Consulting Team

D. Holly Buck, FHU, Project Manager
Kelly Leadbetter, FHU, Transit Planner
Cady Dawson, FHU, Transit Planner
Linda Stuchlik, FHU, Technical Editor
Gary Suiter, Mercer Group, Strategic Process
Rosemary Romero, Rosemary Romero Consulting, Public Engagement
Jeremy Nelson, Regeneration Strategies, Land Use Strategies

Letter from the Chair and Executive Director

Dear Residents and Transit Riders:

In the 8 years since the NCRTD first began providing bus service, the agency has accomplished much to be proud of, including increasing our fixed-route transit service and funding for transit throughout our four-county service area; maintaining a fare-free bus service; operating dial-a-ride service; taking over the Taos Express and the Chile Line; experiencing an all-time high in ridership; and providing improved access to work and educational opportunities.

After accomplishing many of its goals during its initial years, NCRTD's leadership expressed a desire to create a strategic plan and vision that could guide and focus the Board's efforts for the next decade and beyond. This plan represents a collaborative effort that actively included NCRTD Board members, staff, several public input sessions, and other stakeholders, to create a long-term strategic vision for addressing future transportation needs in the region.

Throughout this process, stakeholders consistently spoke of the need to create a well-connected and accessible transit system; improve and expand services; increase workforce and resident access to education and higher-paying jobs; diversify funding sources; become a regional partner to positively influence land use practices; increase NCRTD's impact on economic development in the region; continue to collaborate with other transit providers in the region; provide first-rate customer service; protect the environment; and ensure momentum and accountability for implementation of the Strategic Plan.

As we move forward, we will need broad-based public support for this plan to be successful. On behalf of the NCRTD Board, Staff and many stakeholders, we respectfully request your continued involvement, support, and use of our transit services during the implementation of this important Strategic Plan. Together, we can make a difference, making sure our regional transit services will continue to effectively meet the growing transportation needs in Northern New Mexico.

Sincerely,
North Central Regional Transit District

Daniel R. Barrone
Chairman

Anthony Mortillaro
Executive Director

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Why a Strategic Plan

The North Central Regional Transit District (NCRTD) initiated this long-range strategic plan to identify the long-term direction of the organization.

The plan is intended to develop a vision and clear path to the future for transit service in NCRTD's four-county service area for the next twenty years.

This plan will help NCRTD prioritize investments and allocate resources in a manner compatible with reaching the organization's goals.

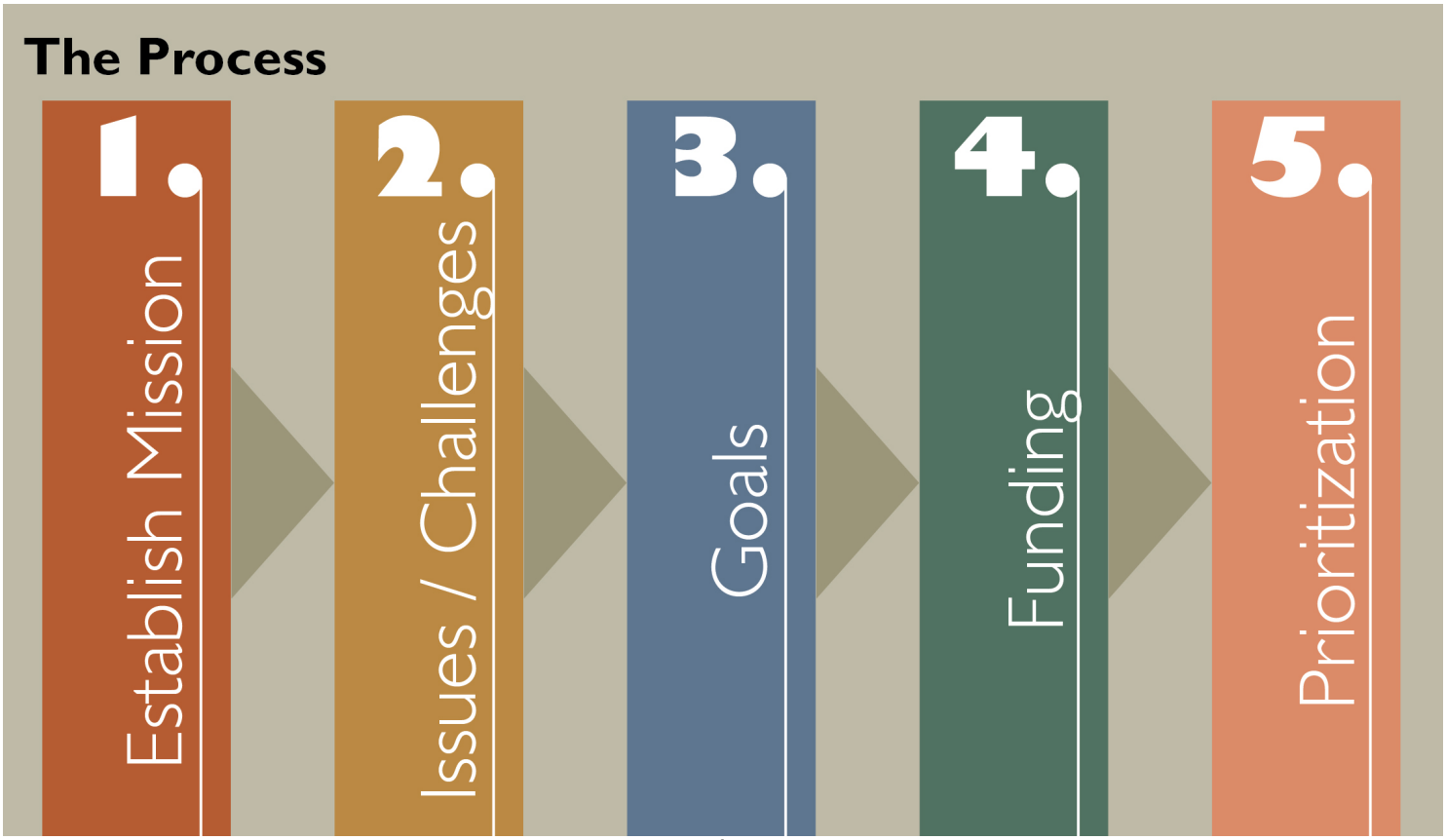
The process of developing the NCRTD strategic plan was completed over approximately nine months and involved interactive work sessions with NCRTD Staff, Board of Directors, and the public.

Through this process, NCRTD Staff and the Board hope to:

- Adopt a forward-thinking vision statement for the agency
- Update the agency's mission and goals statements
- Identify NCRTD's role in the region's economic development
- Better understand the cost and benefits of transit
- Learn more about the land use transportation connection
- Better understand the Housing + Transportation Affordability Index
- Identify present and future transit funding opportunities

A strategic plan is used to prioritize investments to help an organization achieve its goals

The Process



In 2003 New Mexico enacted legislation that authorized the creation of regional transit districts and passed legislation in 2004 that enabled Regional Transit District (RTD) governments to request up to ½ of one percent in Gross Receipts Tax (GRT) from voters. The purpose of this legislation was to:

- Serve the public by providing for the creation of regional networks of safe and efficient public transit services;
- Allow multijurisdictional public transit systems to reduce the congestion of single-occupant motor vehicle traffic by providing transportation options for residents;
- Decrease automobile accidents by reducing traffic congestion on freeways and streets;
- Reduce noise and air pollution produced by motor vehicles;
- Prolong and extend the life of New Mexico's existing roadways by easing the traffic burden;
- Provide residents with a choice of transportation alternatives so that seniors, youth, low-income and mobility-impaired residents, and others unable to drive or afford motor vehicles continue to have full access to the goods, services, jobs, and activities of the community;
- Improve the New Mexico economy by increasing workforce and citizen access to education and higher paying jobs; and
- Prolong and extend petroleum resources.

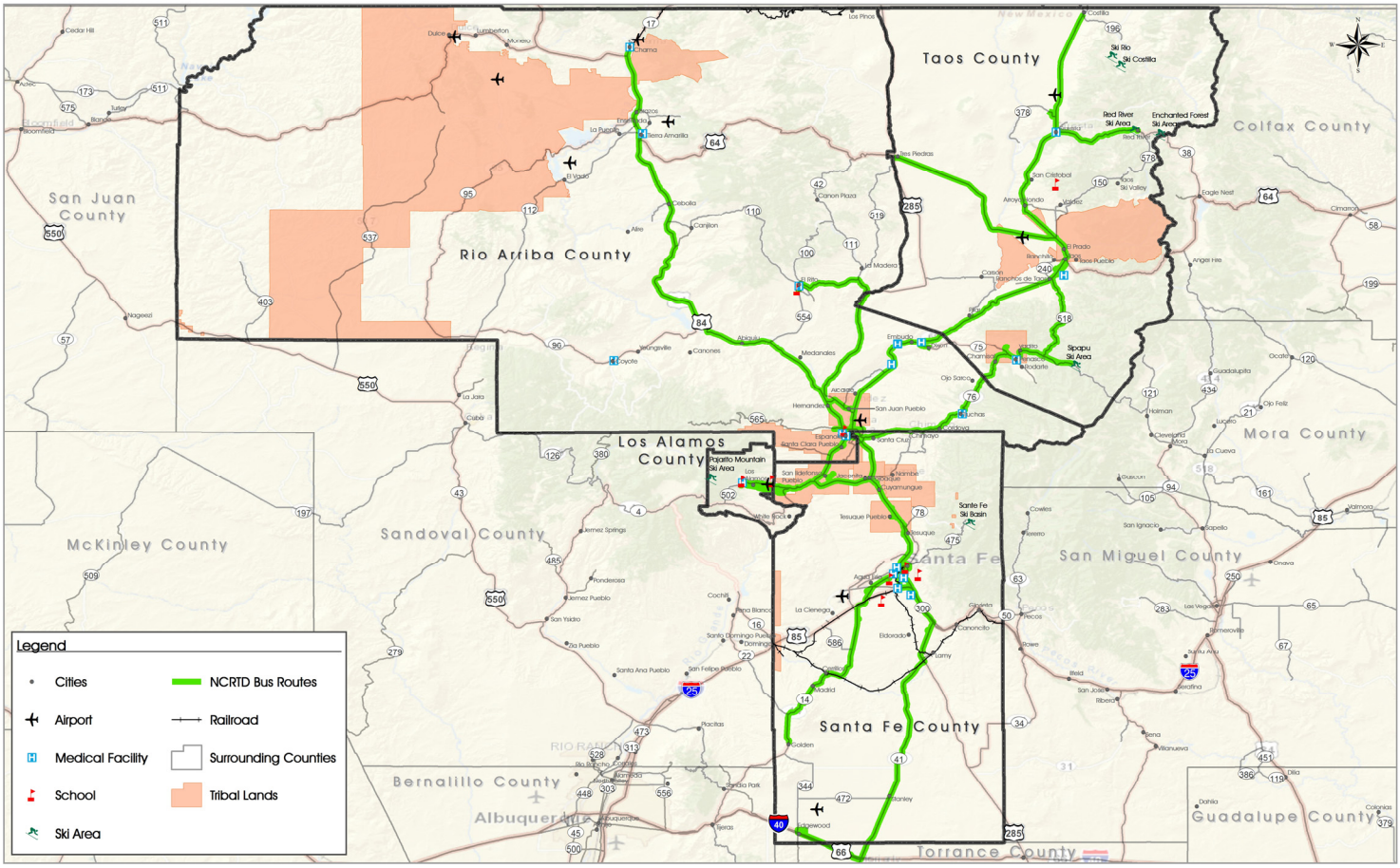
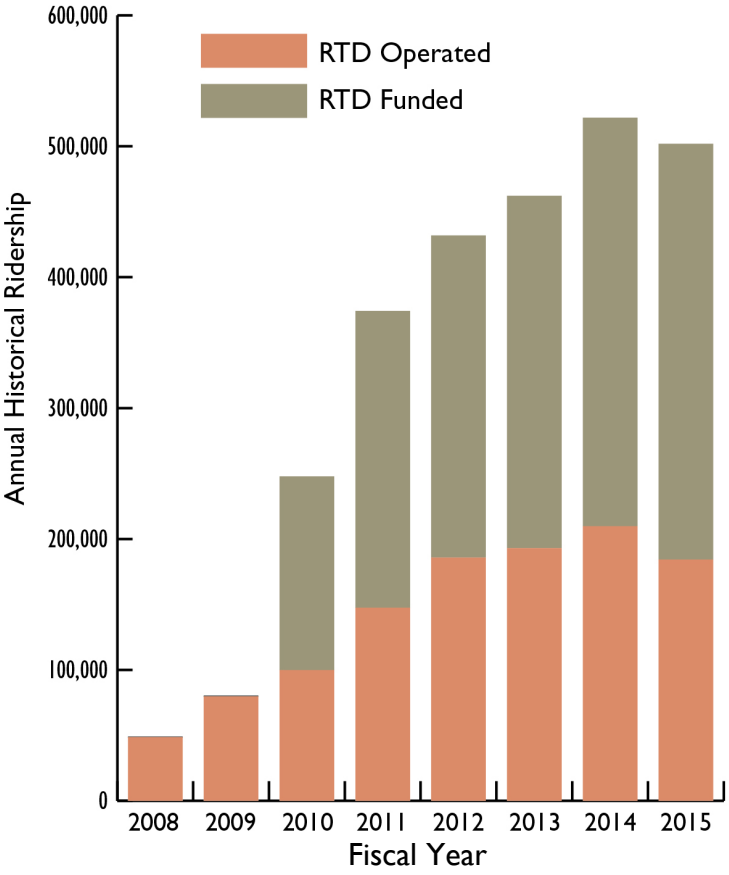


Figure 1. Current NCRTD Service Area

In February 2007, the NCRTD began operating its first bus service. Rio Arriba County and the City of Española transferred service, employees, and equipment to NCRTD. In 2008, voters passed a 1/8 of one percent GRT to fund NCRTD. NCRTD's GRT is set to sunset in 2023.

NCRTD was the first certified RTD in New Mexico in 2004. As such, it became a separate and an independent political entity overseen by a Board of Directors made up of representatives from member governments.

Today the organization is made up of four counties, four cities, and six tribal entities. The Board is composed of one elected official appointed by each member of the district. Voting strength is assigned to each member based on their representative population. There are 14 board members. **Figure 1** illustrates the current NCRTD service area.



Existing Transit Services

Figure 2 illustrates the existing 19 (does not include the recently acquired Chile Line) fixed-route services currently operated and funded by NCRTD. Most services operate Monday through Friday. NCRTD also operates a dial-a-ride service; the Route 210 serves the Pojoaque and Nambé Pueblos. This is a reservation based system. In addition, NCRTD funds regional services operated by Los Alamos County, the City of Santa Fe, and Rail Runner. Table 1 provides ridership and service information on each route.

NCRTD experienced an all-time high in ridership in FY2014 with 209,750 riders. This is an 8.7 percent increase (eight times the 2013 national average for increased trips on public transportation) over the previous year. Since 2008, NCRTD has served nearly 3 million riders.

In 2015, NCRTD assumed operation of Taos Express and subsequently operation of the entire Chile Line formerly operated by the Town of Taos.

The Taos Express operates on Saturdays and Sundays only and provides connections to Española, Rail Runner Express, Santa Fe Trails bus system, and Taos. The fare for this service is $5.00 each way between Taos and Santa Fe. Service to and from Taos and Española, and between Santa Fe and Española, is $2.00 each way.

NCRTD does an excellent job coordinating with transit systems in the four-county region. Coordination includes route planning and funding to ensure a high level of regional mobility.

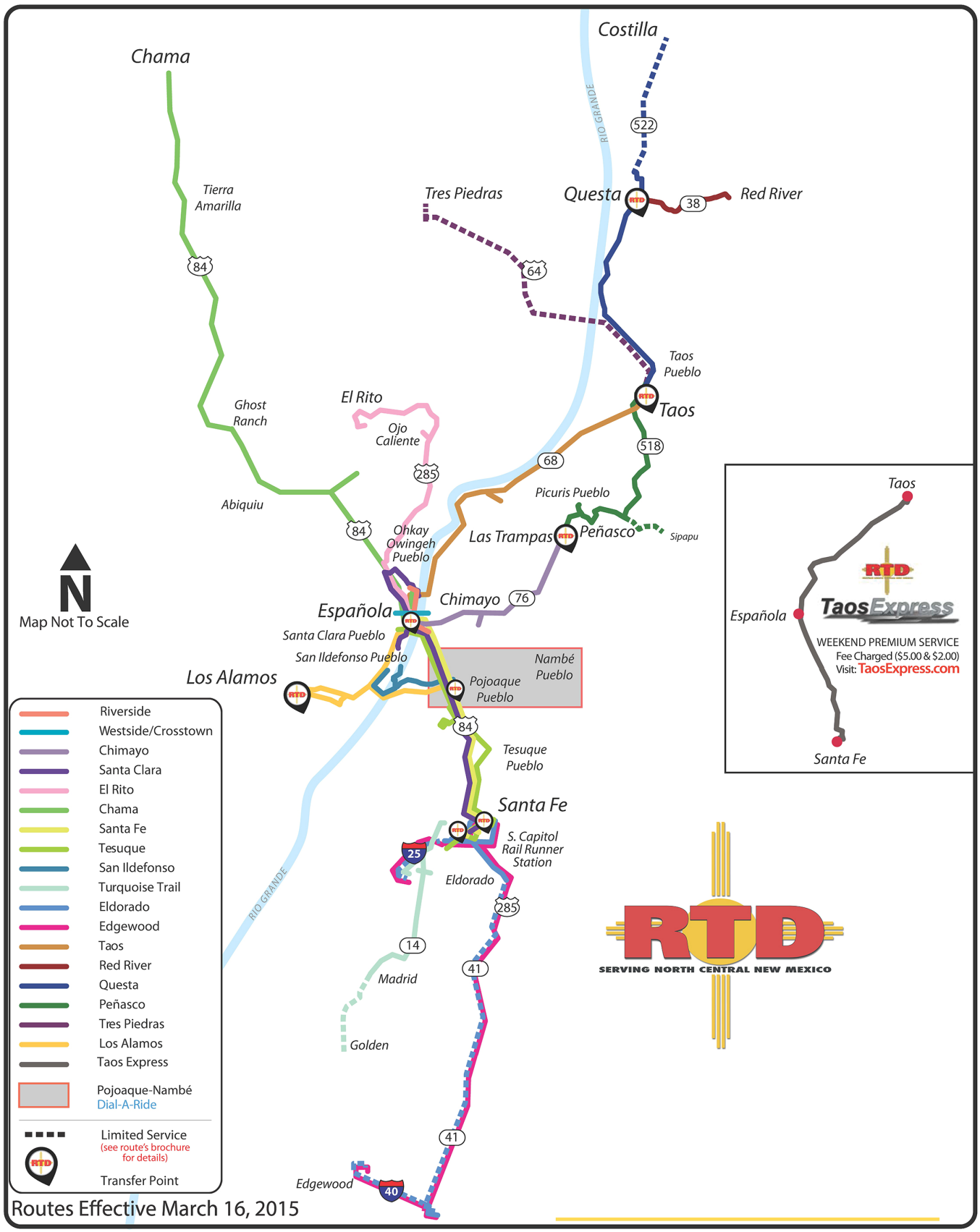


Figure 2. Current NCRTD Routes

Table 1. 2015 Route Summary

Route Name	Description	Weekday One-Way Trips	Daily Unlinked Passenger Trips (Rides)*
100 RIVERSIDE	Ohkay Owingeh Pueblo and Española	66	181
110 WESTSIDE/ 120 CROSSTOWN	Fairview to the Westside and to Española Valley High School.	26	52
150 CHIMAYO	Las Trampas, Truchas, Cordova, Chimayo, La Puebla, Santa Cruz, and Española	20	42
160 SANTA CLARA	Santa Clara Pueblo, Chamita, Ohkay Owingeh Pueblo, Española Transit Center, Cities of Gold Park & Ride, and Santa Fe	8	23
180 EL RITO	Española to El Rito through Ojo Caliente	6	13
190 CHAMA	Chama, Tierra Amarilla, Canjilon, Ghost Ranch, Abiquiu, and Española Transit Center	8	12
200 SANTA FE	Santa Fe, Tesuque, Pojoaque, and Española Transit Center	8	96
220 TESUQUE	Santa Fe, Tesuque, Pojoaque, and Española Transit Center	10	37
230 SAN ILDEFONSO	San Ildefonso, El Rancho, Jaconita, and Pojoaque	7	8
270 TURQUOISE TRAIL	Santa Fe, Turquoise Trail, Los Cerrillos, Madrid, and Golden	13	37
280 ELDORADO	Santa Fe, Eldorado, Galisteo, Stanley, Moriarty, and Edgewood	14	21
290 EDGEWOOD	Santa Fe, Eldorado, Galisteo, Stanley, Moriarty, and Edgewood	4	35
300 TAOS	Taos, Pilar, Dixon, Velarde, Alcalde, and Española Transit Center	8	40
305 TAOS EXPRESS	Weekends only	4	15
310 RED RIVER	Questa and Red River	16	14
320 QUESTA	Costilla, Cerro, Questa and Taos	10	39
330 PEÑASCO	Taos, Las Trampas, Chamisal, Picuris Pueblo, Peñasco, and, seasonally, Sipapu Ski Resort	8	26
340 CHILE RED LINE**	Taos, Taos Pueblo	32	281
360 TRES PIEDRAS	Tres Piedras to El Prado and Taos	2 Wednesdays Only	15
400 LOS ALAMOS	Los Alamos, Pojoaque, Santa Clara Pueblo, San Ildefonso, and Española Transit Center	2	7

Source: NCRTD FY2015 Ridership Summary

*Annual route ridership and number of service days used to calculate daily unlinked passenger trips

**Includes ridership for seasonal routes serving UNM—Klauer and Taos Ski Valley

Land Use Trends

Conversations with local planning and economic development professionals in the region suggested that most long-term growth occurring in the region is expected to be from in-migration of aging baby boomers/retirees, coupled with some natural growth in the existing population. However, under current conditions, out-migration of young persons is expected to continue and very little in-migration of young persons/families is anticipated.

Future land use expansion will also be limited due to limited population growth and the fact that some jurisdictions are land-locked. Other than the City of Santa Fe's continued annexation of land formerly in Santa Fe County, few new major land use expansions are projected to occur in the near-term. Most growth will be accommodated as infill development within existing jurisdictional boundaries.

The NCRTD service region population is not expected to grow significantly in the near term. Long-term growth projections are moderate, with total population growth from 2010 through 2035 projected to increase by 13 percent.

The entirety of the population growth is projected to occur in Santa Fe County (18 percent) and Taos County (13 percent), while population decline is projected to occur in Los Alamos County and Rio Arriba County.

In absolute terms, the number of persons expected to be added to the NCRTD service region from 2015 through 2035 is 31,766. Current service area population is estimated at 248,606.

	2015	2035
Los Alamos	18,058	17,603
Rio Arriba	40,780	40,509
Santa Fe	154,756	182,410
Taos	35,012	39,850
Total	**248,606**	**280,372**

Source: New Mexico County Population Projections, July 2010 to July 2040 Geospatial and Population States Group. University of New Mexico.

Photo features Atomic City Transit Bus, Los Alamos County.

The NCRTD service area has a variety of development types across the region, resulting in an extremely varied land use pattern. While there is no dominant development type, land uses of the region generally fall into the following six categories:

1. "Main St." downtowns (primarily commercial uses with very little residential)
2. Older residential neighborhoods (primarily smaller homes that are downtown adjacent)
3. Suburban / exurban (including strip commercial on major arterials and adjacent low-density residential)
4. Villages (typically compact village centers surrounded by large lot residential)
5. Pueblos (including primary activity nodes with commercial, community, and civic uses surrounded by residential of various lot sizes; often landlocked by adjacent federal and/or local government lands)
6. Rural large-lot residential (usually with active agricultural or ranching uses, but some custom/vacation homes)

NCRTD's service region has a low average population density of 23.8 persons per square mile compared to the national average of approximately 85 people per square mile.

Major trip generators (including large employers, healthcare facilities, schools, civic buildings, shopping centers, and tourist destinations) are primarily located in areas of higher population density in and around the cities of Santa Fe, Española, Los Alamos, and Taos.

Trip generators can also be found in other parts of the region, including within the Pueblos, along Highway 84 in Rio Arriba County, and along Highway 68 between Taos and Española.

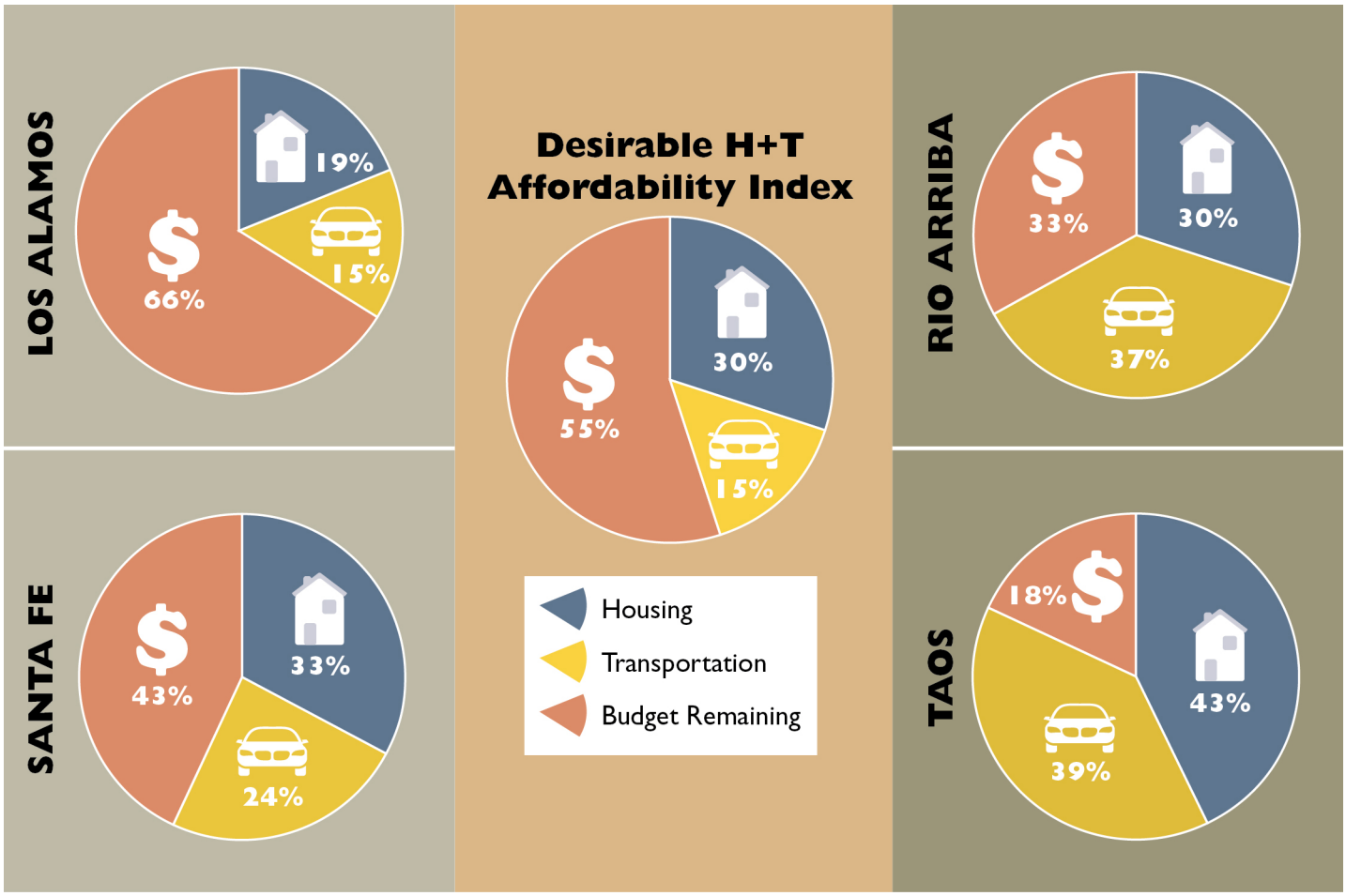


Figure 3. Housing Affordability Index by County

Source: http://htaindex.cnt.org/map/2015

Housing Transportation Affordability Index

The conventional measure of housing affordability is when a household spends 30 percent or less of area median income (AMI) on housing costs. A more modern approach to affordability considers the household cost of both housing and transportation (H+T).

The H+T affordability index defines affordability as when a household spends 45 percent or less of AMI on both H+T combined.

A preliminary H+T affordability analysis of the NCRTD service area found that the region is generally considered affordable when only housing costs are considered.

However, once transportation costs are accounted for, along with housing costs, many fewer areas are defined as being H+T affordable.

Figure 3 compares the H+T affordability index for NCRTD's four-county region.

- Only Los Alamos County has an H+T index below the defined affordability index.
- Taos County has the highest H+T index in the NCRTD region with transportation costs nearly 40 percent of resident's median income.

Future Development Projects

An inventory of all the major development projects in the regional "pipeline" was compiled to understand how NCRTD transit can:

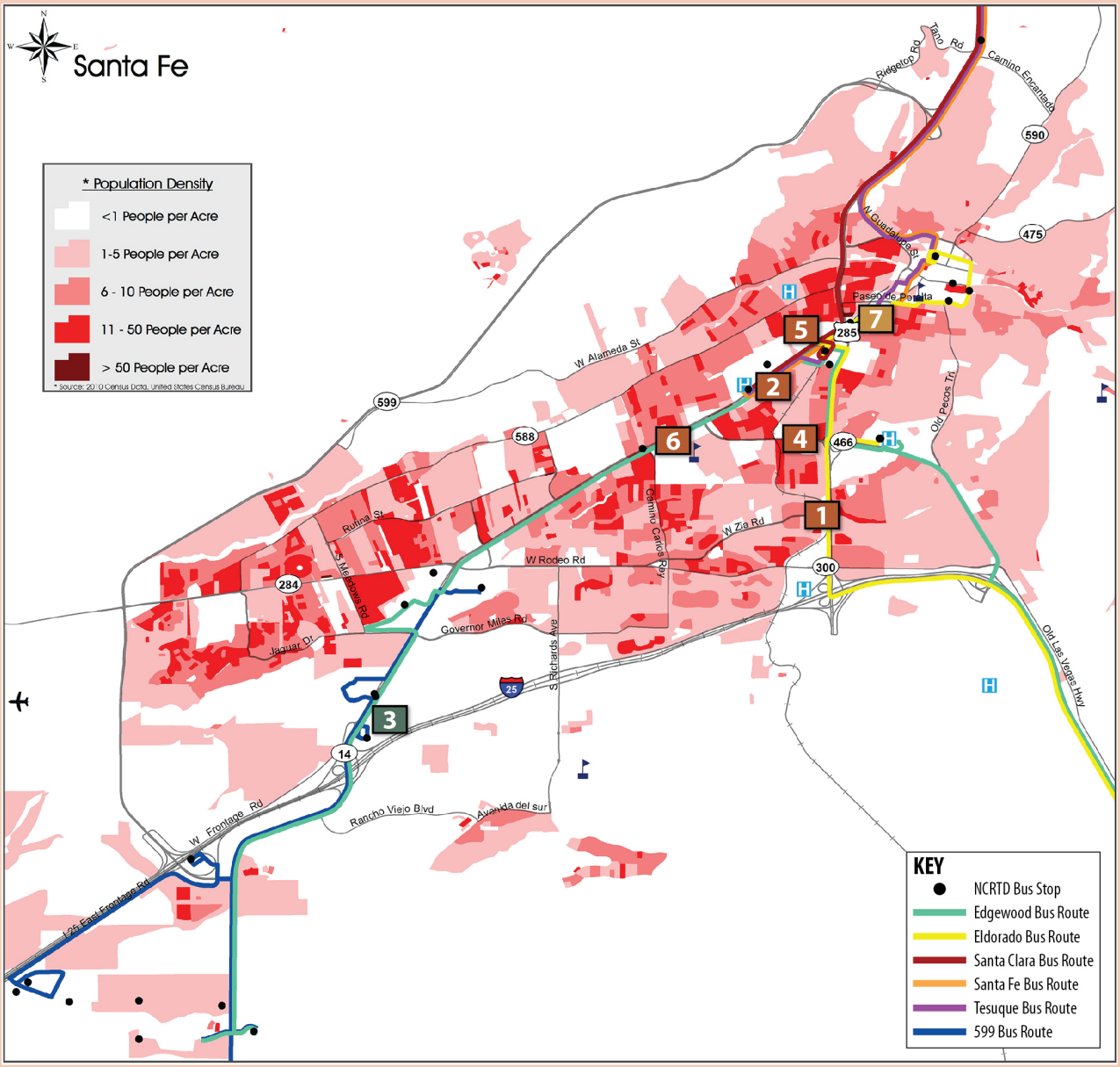
a) better serve and add value to development projects already in the regional pipeline and

b) help catalyze and focus *new* development in areas that are already well-served by transit.

Figure 4 summarizes the major development projects in the regional pipeline. Note that this pipeline project inventory list is intended to be illustrative, not comprehensive. It should not be viewed as an "official" representation of the status/viability of any development project.

The source of information about pipeline projects was several interviews with local planners and developers. "Pipeline" development projects were defined as follows:

- *Proposed:* Projects that have been proposed informally or formally, but have not begun entitlement phase. Timing to turnkey operations is longer term (typically 3 to 5+ years in this market).
- *Planned:* Projects that are currently in the entitlement phase. Timing for turnkey operations is mid term (typically 1 to 3 years in this market).
- *Pending:* Projects that are currently under construction. Timing for turnkey is near term (typically 1 year or less in this market).



1 Zia Station
Mixed-use, assuming urban residential with some neighborhood retail.

2 Indian School Redevelopment
No details available at this time.

3 Las Soleras
2007-2008 Las Soleras Master Plan (approved in 2011) includes commercial and residential development on several hundred acres. This area was recently annexed into the City of Santa Fe. Construction on the non Transit Oriented Development phases started in earnest during the last three years.

4 St. Michaels Drive Corridor Redevelopment
The City of Santa Fe has been working on the St. Michaels Drive corridor redevelopment study for the past several years and has created plans for TOD.

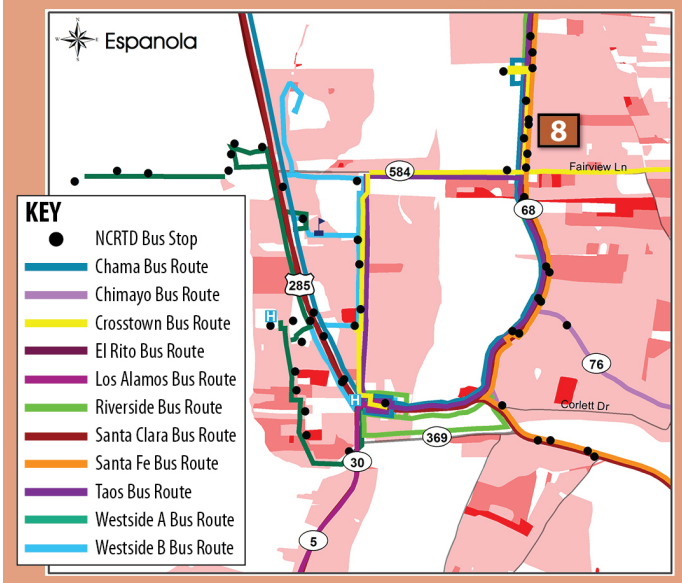
5 25 acre NMDOT Property
Multiple commercial uses and possibly some educational institutions.

6 New Mexico School for the Arts
New campus on approximately 11 acres currently owned by the state of New Mexico.

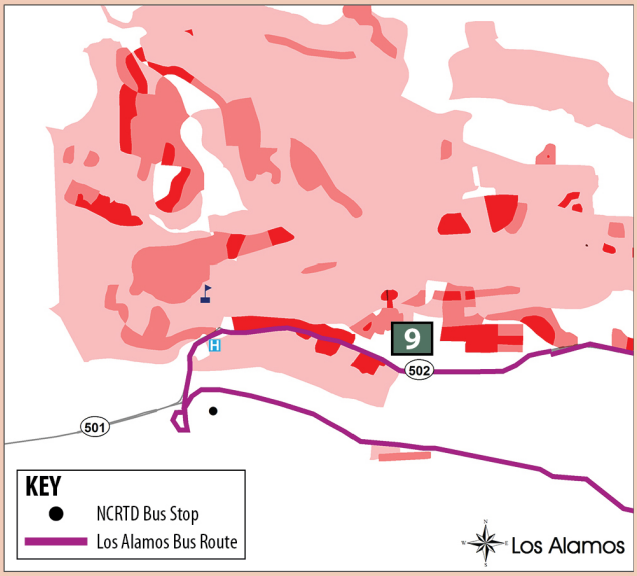
7 Santa Fe Rail Yard
The City owns the Santa Fe Rail Yard and over the past two decades has invested in infrastructure upgrades and facility renovations to be able to lease space to retail and cultural tenants. This project is largely built out and the residential included in the master plan is under discussion.

KEY
X Conceptual / Pre-entitlement
X In Entitlement Process / Entitled but Not Built
X Under Construction

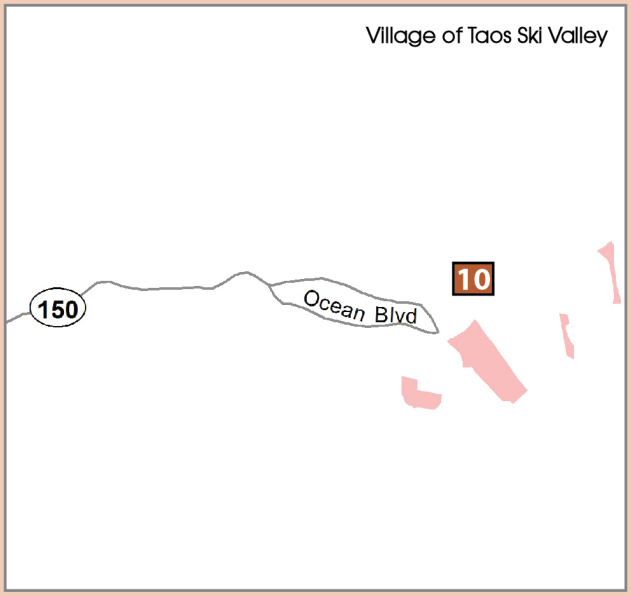
Figure 4. Major Development Projects in the Pipeline



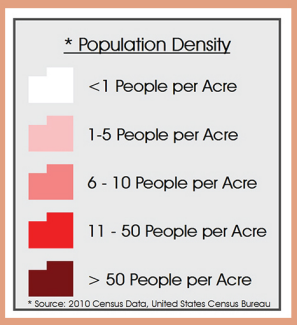
8 Joint Development at NCRTD Headquarters Site
Mixed-use transit-oriented development with affordable housing some live/work units. NCRTD offices and operations facilities would remain on the site.



9 Downtown Los Alamos Redevelopment
Redevelopment of vacant or underutilized sites as moderate-density mixed-use development.



10 Taos Ski Valley Resort
Includes up to $351 million in investments in infrastructure, real estate development, and recreational facilities through 2024. Some of the proposed infrastructure/facilities would be funded via Tax Increment Finance with the creation of a special tax assessment district that has been approved locally.



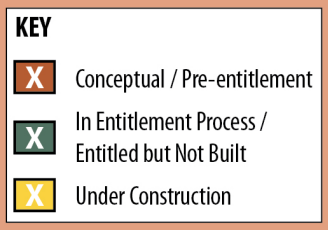


Figure 4. Major Development Projects in the Pipeline (Continued)

Land Use Findings

- The diversity of land use patterns across the region and generally low population density present challenges for NCRTD to provide good access to the transit system. There is a need to balance the often-competing goals of coverage versus frequency.
- Most development in the regional pipeline is located in Santa Fe. This development can be well served by bus transit, but coordination with Santa Fe Trails will be critical.
- As the primary regional transit provider, NCRTD can play a more influential role in this area in promoting transit-supportive development.
- Land use plans generally don't factor into existing or future transit.
- Major new developments are generally not channeled to locations where existing transit can cost-effectively serve them and/or required to fund new transit service.
- NCRTD does not have status as a "commenting agency" on proposed development plans in its service area.

Key opportunities for NCRTD to play a more influential role in development include:

- Helping build support for additional development at Rail Runner stations in the region, including the Zia Station in Santa Fe.
- Being involved in ongoing planning for the Village of Taos Ski Valley and ensuring that Tax Increment Finance (TIF) revenue is used to fund expanded transit service to support resort redevelopment and projected increase in visitation.
- More closely coordinating with Pueblos on their land use plans and redevelopment activities.
- Pursuing joint development on the NCRTD headquarters / transit center site in Española.

North Central Regional Transit District **NCRTD**

Long Range Transit Service Plan

Where will the Blue Bus go next?

The NCRTD has initiated a Long Range Planning effort and needs your help. Please join us in an interactive workshop designed to define the future of NCRTD and its iconic Blue Bus service.

Wednesday, February 18

Taos, NM
10:00am – 12:00pm
Taos Civic Center
Angelito Room
120 Civic Plaza Dr.

Española, NM
2:00pm – 4:00pm
Jim West Regional Transit Center
RTD Board Room
1327 N. Riverside Dr.

Thursday, February 19

Los Alamos, NM
10:00am – 12:00pm
Los Alamos Municipal Building
Conference Room 330
1000 Central Ave.

Santa Fe, NM
2:00pm – 4:00pm
Chavez Community Center
Classroom # 1
3221 Rodeo Rd.

Appetizers, refreshments, and fun will be served.

Please RSVP to 505-982-9805
or email Romero.rosemary@gmail.com

For more information or for those who require accommodation for disabilities or a language interpreter, including hearing impaired please contact Rosemary Romero at 505-982-9805. The facility is ADA accessible.

Where will the Blue Bus go next?

1) What route are you on now? _____

2) What is the purpose of your trip? **Work** **Medical** **Recreation** **School** **Other**

_____

3) How many times per week do you ride the Blue Bus?

_____
(One Way)

4) Are there trips that you would like to take on the Blue Bus but can't because there is no route or service does not operate at that time? **Yes** **No**

Public Involvement

In addition to the research and analysis described previously, input from the public was used to inform this process.

Five public workshops were held in NCRTD's four-county service area. Each meeting was initiated with a welcome and an introduction to the project by NCRTD Staff and a brief presentation.

Participants then divided into small groups of four to six people and worked with the facilitator to develop objectives that they would like to see transit achieve in their community and to develop strategies to meet these objectives.

The workshop concluded with each small group presenting key findings and recommendations from their group. Table 2 lists each meeting held and the number of attendees.

Workshop Exercise
Divide into groups of 4 to 6 people
Table introductions
Review provided materials
Discuss and develop future transit objectives
Develop future strategies to meet objectives
Discuss and prioritize future transit service objectives
Identify costs and confirm prioritization
Report out

Location	Date	# of Attendees	Summary of Key Inputs
Taos Civic Center	Feb 18, 2015	13	• Provide service between Taos and The Enchanted Circle • Provide service for the elderly in the region • Improve tourist transit opportunities • Provide more park and ride opportunities
NCRTD District Offices	Feb 18, 2015	2	• Coordinate service with the Eight Northern Indian Pueblos Council • Develop services that can be used by the United States Forest Service staff
Los Alamos Municipal Building	Feb 19, 2015	12	• Improve service between Los Alamos and the region for students, interns, tourists, and commuters • Provide services that enhance economic vitality • Improve service to shops and restaurants • Provide visitor access to ski areas, Bandelier, aquatic center, and high altitude training
Chavez Community Center	Feb 19, 2015	17	• Provide access to healthcare • Provide service to higher education schools • Provide access to jobs throughout the region • Resolve funding issues of GRT, which is due to sunset in 2023 • Build on RTD success for other areas and promote statewide funding for transit • Increase service throughout the region • Improve integration with other transportation services
NCRTD District Offices	Apr 22, 2015	8	• Provide service to higher educational institutions • Evaluate the potential to connect high schools to higher education • Evaluate the potential to provide more commuter service to rural areas such as Canjilon, Cebolla, Truchas, and Ojo Sarco • Work with Rio Arriba to address transportation needs for low-income housing facilities in rural communities • Coordinate with the hospital to help clients reach medical care • Develop a marketing campaign with key partners

Table 2. Public Comment Summary

A non-statistical survey was conducted by placing questionnaires on each bus and a survey link on the NCRTD website.

The survey asked respondents about the purpose of their trips, how often they use NCRTD services, and which routes don't exist today that they would use if provided by NCRTD. There were 14 online and 110 paper questionnaires completed.

The results indicate that the most common trip purpose is work at 40 percent. Medical, recreational, school, and other trips were split evenly.

It is interesting to note that respondents had a number of trip purposes on most routes, but on the Edgewood route, all 16 respondents stated that they use the service for work.

The survey and public workshops also asked participants to identify where they would like to see new or enhanced service over what is provided today.

Additionally, during development of the short-range Transit Service Plan, NCRTD conducted several public outreach activities.

Input received included requests for new service to La Cienega/Las Golondrinas, Glorieta/Pecos, Tres Piedras, and tourism destinations; weekend service; more frequent service; increased marketing; and improved communication with riders and communities.

Table 3 summarizes input received through the survey, and **Figure 5** illustrates the routes and stop locations commonly identified by participants.

Route*	# of Responses	Highest Trip Purpose	Average One-way Trips Per Week
Demand Response	2	Work School	10
Santa Clara	4	Medical Recreational	6.5
Eldorado	25	Work School	5
Taos	16	Other	4
599	1	Work	2
Questa/Red River	3	Work	3
Tesuque	6	School	3
Westside	10	Medical	5
Edgewood	16	Work	6
Nambé/Pojoaque	6	Other	3
Turquoise Trail	1	Medical School	No answer
South Capital Station	1	Work	2.5
Santa Fe	1	Work	5
Los Alamos	2	Work Medical	4
Riverside	11	Other	7
Española	1	Medical	1
No Route Name Provided	4	Other	4
Total	110	Work	5

*Route name as recorded by survey respondent

Table 3. Survey Summary

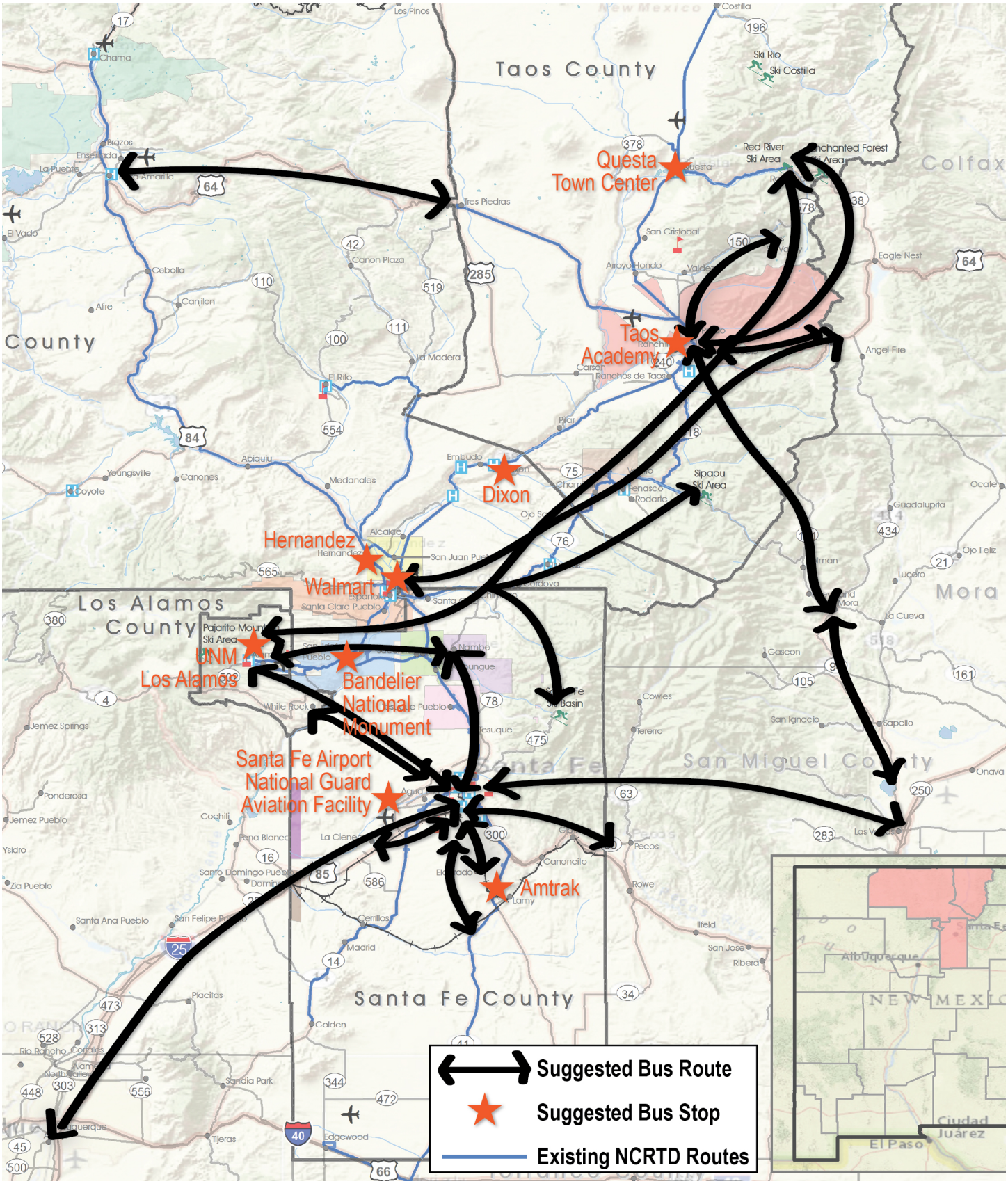


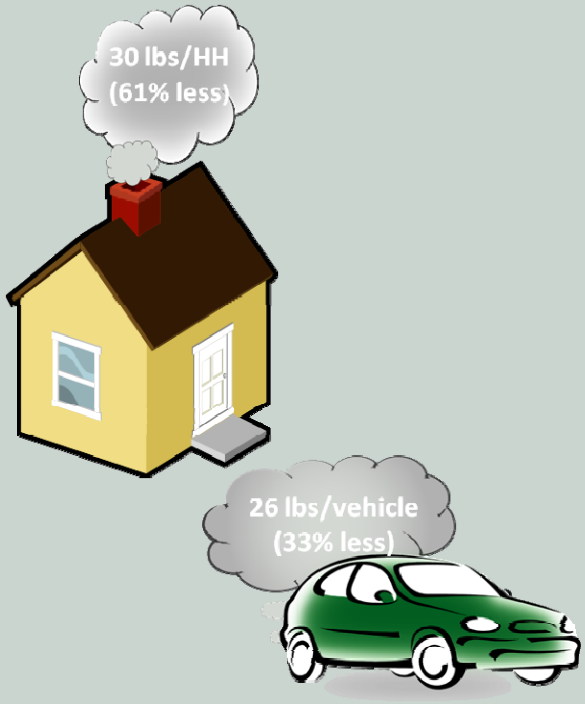
Figure 5. Suggested New Services and Stops

Non-mobility Benefits of Transit

In addition to the mobility benefits that transit service offers by connecting people to jobs, educational opportunities, healthcare, recreation, and shopping, there are many non-mobility benefits that communities are exploring in more detail.

This section describes the non-mobility benefits that can and are being captured by NCRTD services. Specific strategies that NCRTD is undertaking to capture these benefits are included in the Performance-based Planning section of this document.

Non-mobility Benefits of Transit



Transit Community

Reduced Pollution

This includes direct pollution from vehicle tailpipe emissions (NO_x, SO_x, particulate matter, etc.) and indirect pollution such as impacts to water quality when stormwater runoff is contaminated with vehicle pollutants that accumulate on roads (for example, motor oil, transmission fluid, brake pad dust, etc.).

Vehicle travel accounts for 17 percent of New Mexico's Greenhouse Gas (GHG) emissions (CO_2, etc.), which is the third highest single source of statewide GHG emissions after electricity consumption (40 percent) and the fossil fuel industry (23 percent). And while the 17 percent of GHG emissions from transportation is lower than the 26 percent national average, this is largely due to New Mexico's relatively small population: "On a per capita basis, New Mexicans actually consume more gasoline and diesel fuel, and produce more transportation-related GHG emissions, than the average American." NCRTD's services reduce vehicle miles traveled (VMT) and thereby reduce its transportation-related GHG emissions.

Improved Public Health

Public health benefits of public transit include improved access to healthy foods and health care services and reduced incidence of chronic diseases associated with sedentary lifestyles such as obesity, diabetes, etc. (studies have shown that the calories burned during a 3-mile commute by biking and by transit are about the same).

The NCRTD service region, like many other parts of the nation, is facing a public health crisis in the form of high rates of obesity, diabetes, and heart disease. NCRTD's transit services play a role in improving public health and reducing health care expenditures.

Improved Community Cohesion

Community cohesion (sometimes called "social capital") refers to how tight-knit a community is, often measured by how well people know and care about their neighbors.

Community cohesion creates a form of neighborhood resiliency that can help a region reduce the impacts of ongoing social problems, such as crime and addiction, and help a region recover more quickly after crisis events, such as recession or natural disasters.

Some studies suggest that community cohesion is on the decline and that promoting land use patterns that allow more transit, walking, and bicycling can improve community cohesion. The location and design of NCRTD bus stops can promote social interactions and reduce criminal activity.

Non-mobility Benefits of Transit

Reduced Energy Use

Regions that have good transit service often see reduced energy usage (normalized on per capita or some other basis) through reduced fuel consumption for transportation.

For example, a study of office buildings in California–a state with stringent green building codes–found that the commute to and from the average office building used 57 percent more energy than the energy required for actually operating the building (for example, lighting, heating, cooling, etc.).

Providing transit reduces energy used to commute, and this reduction in energy consumption for transportation accrues directly to individual commuters and their households, translating into increased disposable income that can contribute to regional economic growth through expenditures of local goods and services (another non-mobility benefit).

More Cost-effective Economic Development

Investments in public transit can leverage economic development initiatives and help make those initiatives more cost effective.

For example, transit can provide improved regional access for workers (especially those with limited transportation options), which, in turn, helps more people take advantage of education and job training opportunities, and to find and keep a job.

Access to transit is also a benefit that improves employee recruitment/retention and workforce productivity both for individual firms and the region as a whole, as studies have shown that transit access results in lower rates of tardiness, absenteeism, and turnover.

Increased Household Disposable Income

Public transit can help reduce household spending on transportation, thereby freeing up disposable income to spend on other goods and services.

Because owning and operating a car has a substantial cost, households that can reduce their reliance on automobiles can achieve substantial savings.

While this benefit helps all households, it is of particular importance to lower-income households that spend a higher percentage of their incomes on transportation.

More Efficient Land Use Patterns

Investment in public transit can help shape more efficient land use patterns by supporting more compact development in areas that can be well served by transit.

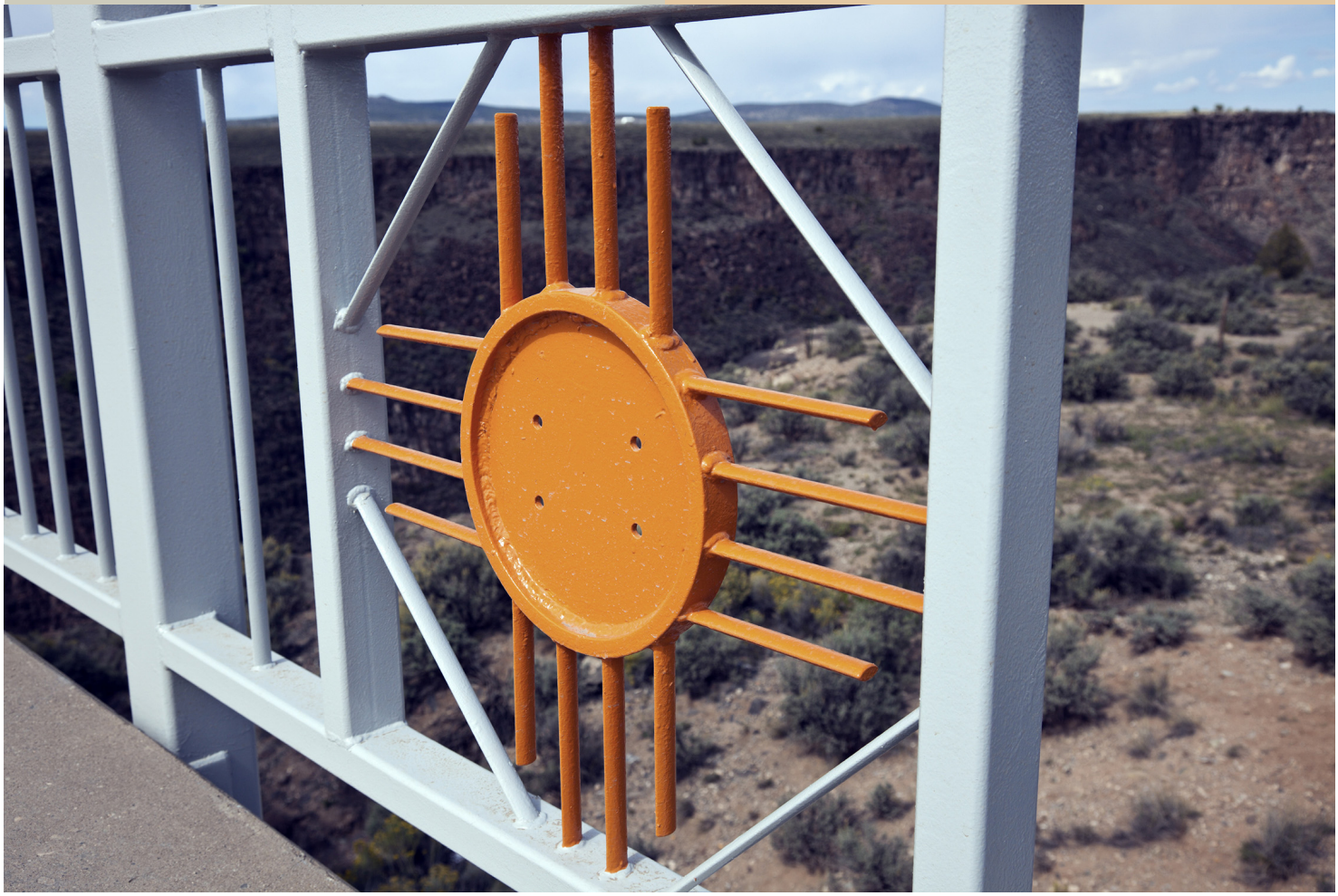
In addition, investment in public transit can help focus real estate development along corridors with good service because the transit service itself creates added value that incentivizes redevelopment to occur.

To the extent that NCRTD transit service can support more compact development patterns in the region, it will also help reduce development pressures on rural and natural lands that have high agricultural, habitat, and/or scenic value. Preserving these kinds of lands has been identified as a critical strategy of the region's economic development efforts.

Mission and Vision

Since its initiation, NCRTD has been guided by New Mexico's enabling RTD legislation, its mission statement, and several short-range plans developed for the region.

Using these as a guide, the Board and working group updated the mission statement, as well as developed a vision statement and six goals. Collectively, these will be used to strategically guide investments in transit.



Updated NCRTD Mission: To provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region.

NCRTD's current mission statement accomplishes this well:

> *The mission of the North Central Regional Transit District is to provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and spur economic development throughout the region.*

Breaking it down:

> **What** we do: *"provide safe, secure and effective public transportation" (core purpose)*
> **Where** we do it*: "North Central New Mexico" (the markets served)*
> **How** we do it: *"by providing mobility options" (includes all modes – allows flexibility)*
> **Why** we do it: *"in order to enhance the quality of life... and spur economic development throughout the region" (creates a sense of intended direction)*
> And to **Whom**: *"our citizens" (our customers)*

A review of the existing mission statement with the NCRTD Board and NCRTD staff revealed that a need for modifications to continue to guide NCRTD in the future. The only modification changed the phrase "spur economic development" to "economic opportunities." This better reflects NCRTD's desire to connect residents to jobs and schools in addition to promoting development and redevelopment throughout the region.

A mission statement sets the goals, purpose, and work of an organization.

NCRTD Vision Statement

To be the leading rural public transportation organization connecting communities and enhancing cultural, environmental, social, and economic opportunities for the betterment of our region.

A vision statement is oriented toward the future and describes the organization's aspirations

A vision statement should be inspirational and written to withstand the test of time. NCRTD does not currently have an adopted vision statement.

Using aspirations identified through the process, NCRTD Staff reviewed four potential vision statements and narrowed the four down to two. These two vision statements were presented to the NCRTD Board at the May 2015 board meeting. The Board used these two statements as a starting point.

The following aspirations were identified during plan development and used to develop the vision statement:

- The most efficient provider of transportation services
- Culturally relevant
- Sustainable
- A steward of resources and the environment
- Convenient and user-friendly
- Socially equitable and inclusive
- Ever-growing in ridership
- Supporting the tourist economy
- Neighborly
- Dependable and reliable
- Reassuring
- Intelligent and technologically current
- Building communities
- Well-connected to other systems
- Safe
- Fiscally sound and responsible
- Transparent
- A good investment

Performance-based planning is a quantitative and strategic approach to transportation planning that analyzes data to determine how effectively transportation investments are working toward achieving the identified transportation goals.

Moving Ahead for Progress in the 21st Century Act (MAP-21) is the current federal transportation funding and policy bill. It emphasizes performance-based planning, establishes performance measures and targets, and identifies seven national goals that state Regional Planning Organizations (RPOs) and Metropolitan Planning Organizations (MPOs) are to work toward.

Agencies seeking federal funds will demonstrate their progress toward achieving local goals and the national goals included in MAP-21. The section that follows includes goals, objectives, and strategies under six general categories.

Agencies seeking federal funds must demonstrate their progress toward achieving national goals included in MAP-21

Category	General classification under which goals, objectives and strategies fit
Goal	Desired result an organization envisions, plans, and commits to achieve
Objective	Statement about what is to be accomplished; used to set performance targets
Performance Measure	Metric to measure progress toward meeting an objective; requires identification of the baseline and target for success
Strategy	Specific action to be taken to meet identified objectives

Category: System Preservation and Safety
Goal 1: A well-maintained, safe, and reliable transit system

Objective 1.1:

Maintain existing services and diversify funding sources to adequately meet the future needs of NCRTD.

Measuring Success:	Trending
Identify new state, federal, and private funding sources, hold district-wide election to remove sunset or renew GRT	
Work with NMTA to obtain legislation for state transit funds	

Strategies	2015-2035 Cost*	Priority
1.1.A Work to remove 2023 sunset of NCRTD GRT funds.	$0.03M	High
1.1.B Pursue an increase in NCRTD GRT funding.	$0.03M	Medium
1.1.C Continue advocating for a state transit fund for capital and operations.	NA	High
1.1.D Research and identify new public and private funding sources.	NA	High

*In 2015 dollars
NA = Included in existing resources

Category: System Preservation and Safety
Goal 1: A well-maintained, safe, and reliable transit system

Objective 1.2:

Improve organizational performance and efficiency, including maximizing service life of fleet and facilities.

Measuring Success:	Trending
Annual operating cost per boarding	
Annual cost per mile	
Annual cost per vehicle	
Ability to garner resources to implement capital replacement plan	
Annual updates to transit asset management plan	
Annual vehicle down time per vehicle, annual maintenance cost per vehicle funds	

Strategies		2015-2035 Cost*	Priority
1.2.A	Work collaboratively with other public and private transportation providers in the region to efficiently maximize services provided.	NA	Medium
1.2.B	Implement transit asset management and maintenance plan (fleet and facilities).	$2M	High
1.2.C	Adhere to fleet maintenance plan to reduce down time.	$1M	High

*In 2015 dollars
NA = Included in existing resources

Category: System Preservation and Safety
Goal 1: A well-maintained, safe, and reliable transit system

Objective 1.3:

To provide safe and secure transportation environment.

Measuring Success:	Trending
Annual reported incidents in relation to annual ridership	
Annual major and minor accidents per 100,000 revenue miles	
Implementation of safety management system specific to NCRTD needs	
Biannual transit safety summit with local law enforcement and other transit agencies	
Inclusion of safety and security training as part of quarterly driver training	
Customer feedback regarding perception of safety customer surveys and monthly complaints and incident reports	

	Strategies	2015-2035 Cost*	Priority
1.3.A	Identify safety and security issues and implement measures to mitigate risk.	$0.62M	High
1.3.B	Coordinate incident response plan with local law enforcement for direct threat on board transit vehicles and in transit facilities.	NA	Medium
1.3.C	Use ITS capabilities to inform drivers and the public of emergency public safety announcements.	$0.005M	Medium
1.3.D	Continue to coordinate with counties on development of disaster management plan.	NA	Medium
1.3.E	Identify, evaluate, and implement top priority safety enhancements specific to youth and other vulnerable populations.	Included in other strategies	High
1.3.F	Ongoing driver and staff safety and security training.	$0.1M	High

*In 2015 dollars
NA = Included in existing resources

Category: Mobility
Goal 2: A connected and accessible transit system

Objective 2.1:

Provide seniors, youth, low-income, veterans, and mobility-impaired residents with access to goods, services, jobs, and activities through a fare-free service, to the extent it is viable.

Measuring Success:	Trending
Percent of transit-dependent population served in the four-county area	

Strategies		2015-2035 Cost*	Priority
2.1.A	Provide service to all transit supportive areas with concentrations of transit dependent populations.	$20.0M	High
2.1.B	Develop travel training program.	$1.5M	Medium

*In 2015 dollars

Category: Mobility
Goal 2: A connected and accessible transit system

Objective 2.2:

Improve accessibility of stops, facilities, and vehicles.

Measuring Success:	Trending
Percentage of ADA Compliance Plan implemented	
Percentage of vehicle fleet able to accommodate all users needs	

Strategies	2015-2035 Cost*	Priority
2.2.A Conduct a region-wide evaluation of bus stop accessibility, prioritize enhancements, and implement recommendations.	$2.9M	High
2.2.B Evaluate fleet replacement options to ensure convenient access and comfortable use by mobility impaired users.	$0.01M	Medium
2.2.C Design new stops, stations, and park and rides to accommodate people of all ages and abilities.	Included in other strategies	High
2.2.D Adopt accessibility design standards for stops and facilities.	NA	High
2.2.E Coordinate with NMDOT and local agencies on regional infrastructure planning to incorporate multimodal accessibility.	NA	Medium

*In 2015 dollars
NA = Included in existing resources

Category: Mobility
Goal 2: A connected and accessible transit system

Objective 2.3:

Increase connectivity to key areas within and outside the region to the extent viable.

Measuring Success:	Trending
New and enhanced routes identified in service plans implemented, as viable	
implementation of Google Transit	

Strategies	2015-2035 Cost*	Priority
2.3.A Conduct feasibility studies for highly requested new routes and implement those identified as feasible.	$21M	High
2.3.B Increase frequency of successful routes.	$17M	Medium
2.3.C Add weekend service to successful routes.	$12M	High
2.3.D Work to coordinate traveler communication among systems within the region.	$0.20M	Low
2.3.E Continue coordination of NCRTD services to complement and interconnect with other transit systems.	NA	Medium

*In 2015 dollars
NA = Included in existing resources

Category: Economic Opportunity
Goal 3: A transit system that encourages economic development and vitality

Objective 3.1:

Increase workforce and resident access to education and higher paying jobs.

Measuring Success:	Trending
Number of educational institutions and jobs served by transit	
Percent of riders who identify their trip purpose as work or education	

Strategies		2015-2035 Cost*	Priority
3.1.A	Provide daily weekday service to higher education institutions and large employment centers.	Included in other strategies	High
3.1.B	Work with higher education institutions to identify the service hours best suited to students' needs and class times.	NA	High

*In 2015 dollars
NA = Included in existing resources

Category: Economic Opportunity
Goal 3: A transit system that encourages economic development and vitality

Objective 3.2:

Increase NCRTD's impact on economic development in the region (support transit-oriented development, tourism and access to recreational areas, etc.).

Measuring Success:	Trending
Percentage of annual boardings identified as having a tourism/recreational trip purpose	
Of land use applications received by NCRTD, the percentage reviewed and commented on by NCRTD	

Strategies	2015-2035 Cost*	Priority
3.2.A Provide service to major regional tourist attractions for use by employees and visitors.	$9.7M	Medium
3.2.B Enhance and market service between Taos and Santa Fe to accommodate visitors travel.	$1.6M	Medium
3.2.C Participate in land use planning and development activities with local municipalities.	Included in other strategies	Medium

*In 2015 dollars

Category: Economic Opportunity
Goal 3: A transit system that encourages economic development and vitality

Objective 3.3:

Educate the public about the economic benefits of transit.

Measuring Success:	Trending
Qualitative assessment of the quality and quantity of outreach efforts that educated the public about transit's economic benefits	
Annual increase in ridership per capita	
Voter renewal of GRT	NA

Strategies	2015-2035 Cost*	Priority
3.3.A Create a marketing campaign that illustrates both the mobility and non-mobility benefits of transit.	$0.1M	High
3.3.B Implement travel training program.	Included in other strategies	Medium

*In 2015 dollars

Category: Partnerships
Goal 4: Regional collaboration on transit service needs and investments

Objective 4.1:

Serve as technical resource for transit supported development throughout the region.

Measuring Success:	Trending
Qualitative assessment of NCRTD's participation in local agency land use planning and development review processes	
Of land use applications received by NCRTD, the percentage reviewed and commented on by NCRTD	

Strategies	2015-2035 Cost*	Priority
4.1.A Evaluate the opportunity to create a new staff position within NCRTD to coordinate with counties, municipalities, Pueblos, and state on land use planning and review.	$1.6M	Medium

*In 2015 dollars

Category: Partnerships
Goal 4: Regional collaboration on transit service needs and investments

Objective 4.2:
Establish stronger working relationships with local municipalities, tribes, government agencies.

Measuring Success:	Trending
Human service plan that allows the district to pursue additional funding for service	
Implementation of recommendations made in a coordinated human service transportation plan	

	Strategies	2015-2035 Cost*	Priority
4.2.A	Conduct a coordinated human service and public transportation plan for the four-county service area.	$0.75M	High
4.2.B	Work with regional agencies to identify collaborative projects where partnering opportunities would benefit the agency, as well as NCRTD (e.g., cost sharing of a new service, construction of a new park and ride, stop enhancements).	Included in other strategies	Medium

*In 2015 dollars

Category: Partnerships
Goal 4: Regional collaboration on transit service needs and investments

Objective 4.3:

Ensure that the NCRTD Service Plan is consistent with and complementary to regional transportation plans.

Measuring Success:	Trending
Participate in development of city, county, pueblo, RPO, MPO, and state transportation plans	
Work with New Mexico Transit Association and NMDOT to promote transit and increase ridership throughout the state	

Strategies	2015-2035 Cost*	Priority
4.3.A Participate in development of city, county, pueblo, RPO, MPO, and state transportation plans.	Included in other strategies	Medium
4.3.B Work with New Mexico Transit Association and NMDOT to promote transit and increase ridership throughout the state.	Included in other strategies	Medium

*In 2015 dollars

Category: Environmental Stewardship
Goal 5: A transit system that protects and enhances the built and natural environment.

Objective 5.1:

Achieve the District's Sustainability Plan.

Measuring Success:	Trending
Continued annual review and implementation of adopted Sustainability Plan	

	Strategies	2015-2035 Cost*	Priority
5.1.A	Evaluate and purchase, to the extent viable, low emission, fuel-efficient, and alternative fuel vehicles to replace and expand fleet.	$0.01M	Medium
5.1.B	Evaluate and implement, to the extent viable, alternative sources of sustainable energy such as solar and wind for NCRTD facilities.	$0.22M	Medium
5.1.C	Implement elements of NCRTD's Sustainability Plan.	TBD	Medium

*In 2015 dollars
TBD = To be determined

Category: Environmental Stewardship
Goal 5: A transit system that protects and enhances the built and natural environment.

Objective 5.2:

Promote mass transit to reduce congestion of single-occupant motor vehicle traffic, to decrease auto accidents, prolong life of road facilities, prolong and extend petroleum resources, and reduce noise and air pollution.

Measuring Success:	Trending
Reduction in vehicle miles of travel and carbon emissions as a result of miles traveled by NCRTD customers	

Strategies	2015-2035 Cost*	Priority
5.2.A Participate in regional land use planning as regional TOD re-source to encourage efficient land use patterns.	Included in other strategies	Medium

*In 2015 dollars

Category: Community Relations/Customer Service
Goal 6: A reliable and responsive transit agency that provides great service to all customers.

Objective 6.1:

Provide "Service Excellence" as a team of respectful, qualified professionals and expand "Customers First" principles.

Measuring Success:	Trending
Percentage of formal customer inquiries addressed annually	
Customer satisfaction survey results	

	Strategies	2015-2035 Cost*	Priority
6.1.A	Include customer service feedback questions on survey.	NA	High
6.1.B	Respond to information requests, commendations, and complaints within one business day.	NA	High
6.1.C	Provide annual Service Excellence training for all NCRTD staff.	$0.1M	High
6.1.D	Achieve and maintain on-time performance of 90 percent at key time points system-wide.	$5.5M	High

*In 2015 dollars
NA = Included in existing resources

Category: Community Relations/Customer Service
Goal 6: A reliable and responsive transit agency that provides great service to all customers.

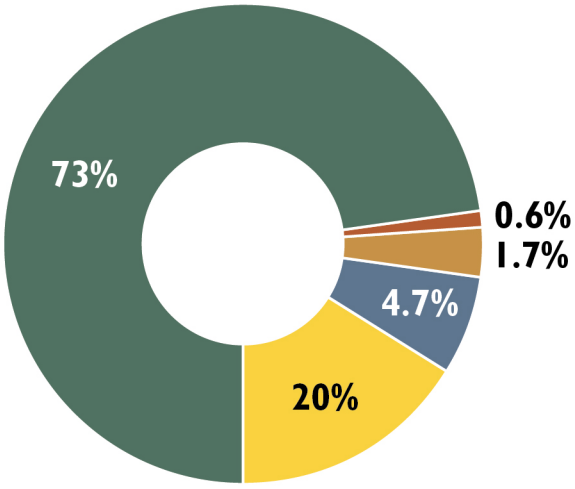
Objective 6.2:

Expand marketing and promotion efforts to increase new and choice ridership.

Measuring Success:	Trending
Portion of annual boardings that are identified as being new riders and/or choice riders	

Strategies		2015-2035 Cost*	Priority
6.2.A	Expand marketing, education, and travel training to schools and employment centers served.	$0.1M	High
6.2.B	Conduct marketing effort to educate and attract visitors and tourists.	$0.2M	Medium
6.2.C	Develop, conduct, and participate in initiatives that promote public transit.	$0.1M	Low
6.2.D	Evaluate potential to provide Guaranteed Ride Home program.	$0.005M	Medium

*In 2015 dollars

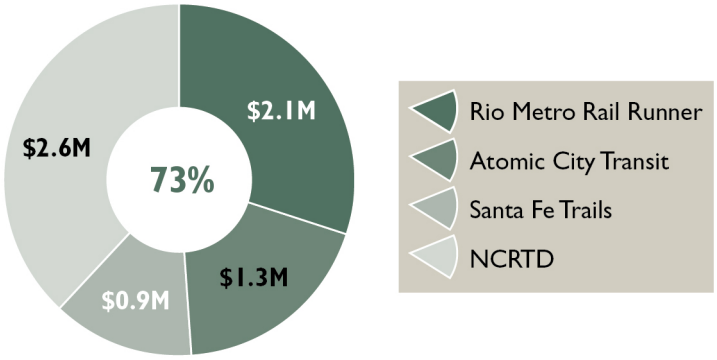


FISCAL YEAR 2014 TOTAL OPERATING REVENUE: $9,491,860

- Gross Receipts Tax Revenue ($6,941,122)
- Federal Grants ($1,889,341)
- Member Local Match ($450,000)
- State Capital Outlay/Vehicles ($161,000)
- Miscellaneous Revenue ($50,209)

In fiscal year 2014, NCRTD expended approximately $9 million on the administration, operating and capital associated with running the NCRTD service.

The largest portion of the revenues (73 percent) came from the region's 1/8 cent GRT. Another 20 percent came from federal grants, while less than 2 percent came from state funding sources.



Through intergovernmental contracts, a portion of the GRT collected in NCRTD's four-county service area supports other transit agencies serving the region. About $2.0 million goes to Rio Metro Regional Transit District (RMRTD) for the Rail Runner service, $1.3 million supports transit in Los Alamos County, and just under $1 million goes to the City of Santa Fe.

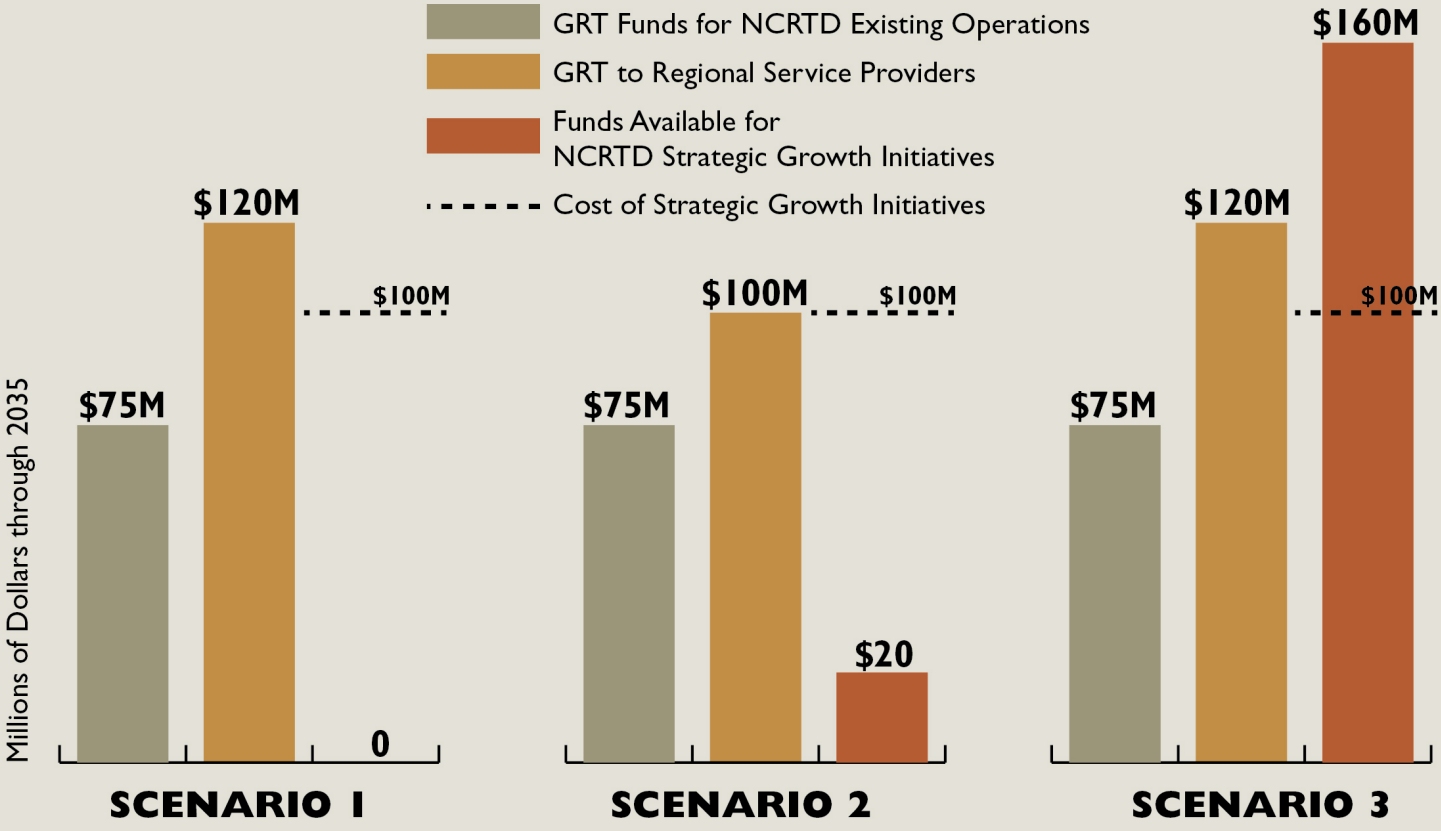
Since 2011, 5311 capital and State Capital outlay revenues have varied from about $50,000 annually to nearly $1 million annually. The highest years for capital revenues occurred when NCRTD built the new administration building in Española.

Status of State Funding

AASHTO's *Survey of State Funding for Public Transportation* (2014) summarizes information on state transit funding mechanisms across the US.

New Mexico ranks 27th in the nation in terms of state support for public transit. This level of funding equates to $3.30 per capita and is associated with the NMDOT Park and Ride service. These funds come from the state's road fund. Other states range from no state funding for transit to over $200 per capita for transit in very urban regions.

NCRTD is committed to working with New Mexico Transit Association (NMTA) to support its efforts to secure legislation that would create a state public transit fund that provides a permanent, recurring source of critical funding for local and regional public transit operations and that would create a state public transit capital fund that provides a dedicated source of recurring funding for vehicles and other public transit capital projects.

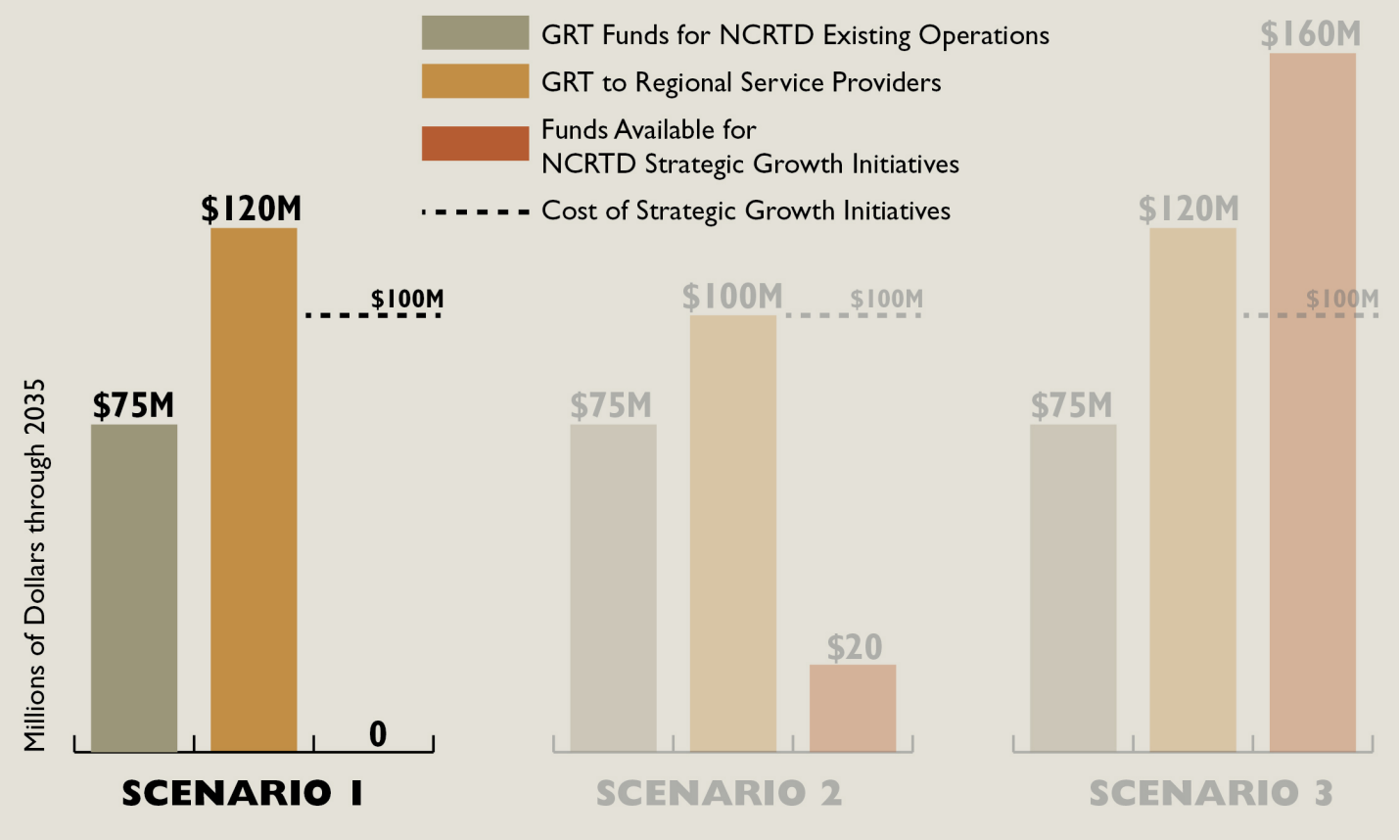


NCRTD is committed to seeking new funding sources to meet the future transit needs of the region

The strategic actions identified in this plan are estimated to cost between $95 and $105 million between now and 2035 above the funding sources available today.

The high-priority actions alone would cost approximately $65 million over what is expected to be generated using today's funding sources.

Three funding scenarios have been developed to evaluate options for funding this strategic plan. The three scenarios are described in more detail.



Scenario 1: Status Quo

Under Scenario 1, NCRTD voters would be requested to remove the GRT sunset by 2023, and the other existing funding sources would also remain in place.

The GRT would experience moderate growth, 3 percent annually. Federal funding would be relatively flat over the next 20 years; a 2 percent annual growth rate has been assumed.

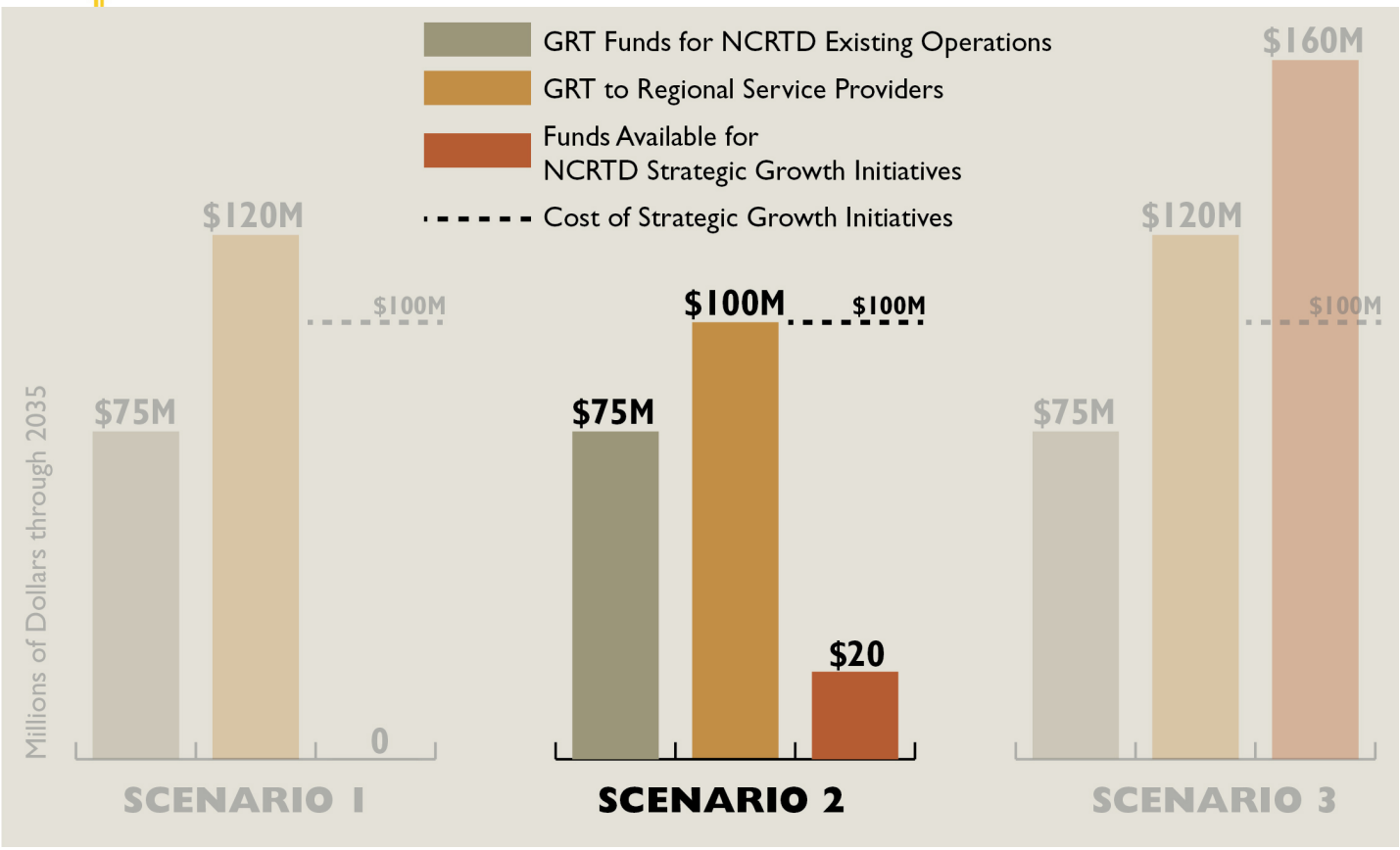
Funds from Los Alamos County have been declining in recent years, and for this estimate, they are assumed to continue to decline at a rate of 10 percent annually.

Removing the GRT sunset would result in about $130 million in GRT revenues between 2024 and 2035.

Under the current policies and agreements, approximately $80 million of the GRT between 2024 and 2035 would go to regional service providers in the four-county region.

The remaining GRT would be used to support NCRTD operations. However, because operating, administration, maintenance, and capital costs will likely experience inflation rates similar to the growth rates identified for each revenue source, NCRTD would not have adequate operating or capital funds to meet the growing needs of the four-county region or to implement actions from this strategic plan.

Scenario 1 would result in minimal growth in NCRTD services to meet the growing needs of the region.



Scenario 2: Reallocate GRT

Under Scenario 2, NCRTD voters would be requested to remove the GRT sunset before 2023. Other existing funding sources would remain in place. The GRT is estimated to increase by a moderate 3 percent growth in all years, and federal funding would be relatively flat over the next 20 years; a 2 percent annual growth rate has been assumed. Funds from Los Alamos County have been declining in recent years, and for this estimate, they are assumed to continue to decline at a rate of 10 percent annually.

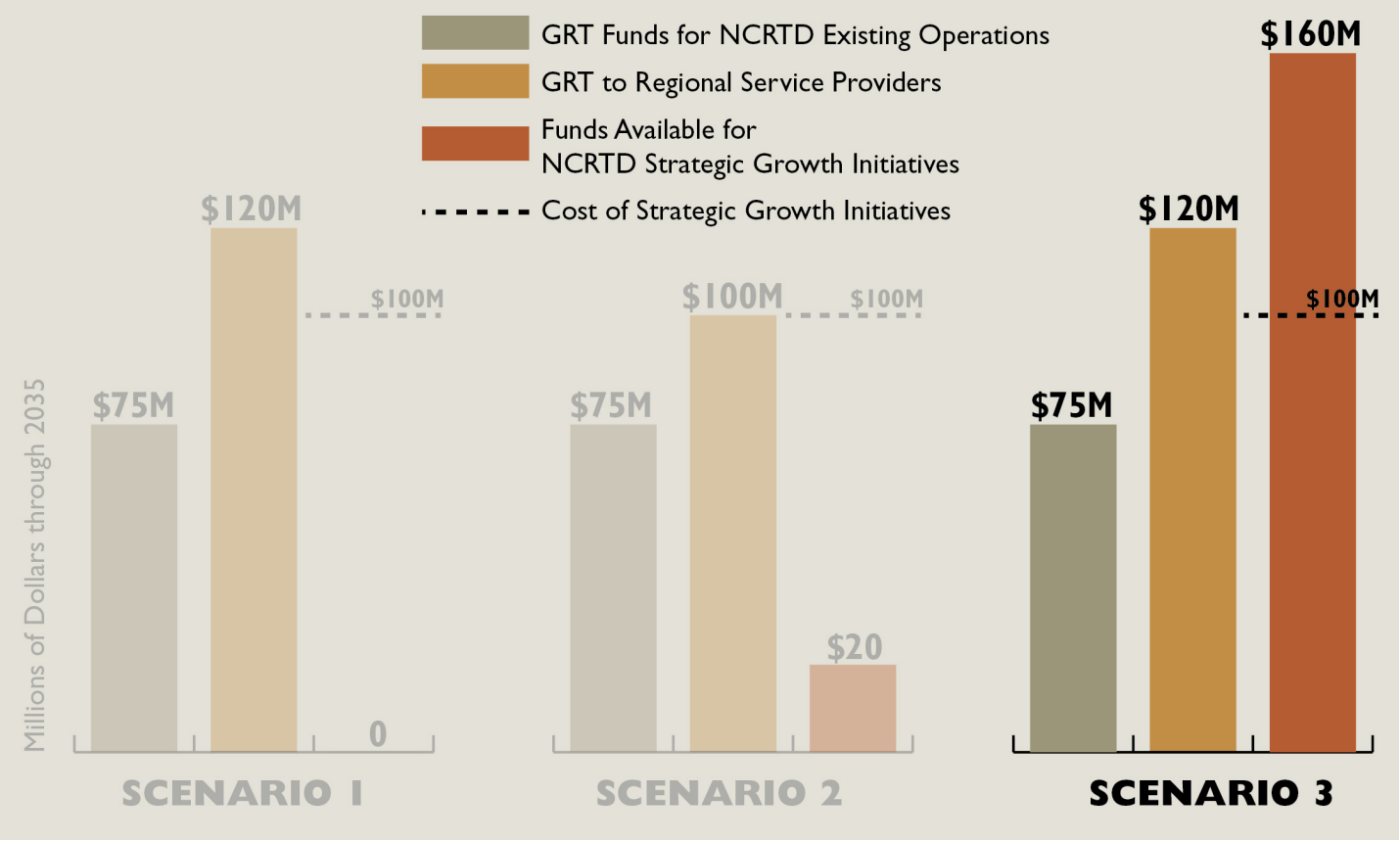
NCRTD would modify agreements with regional service providers receiving GRT in the four-county region to grow allocations until 2020. After 2020, allocations to regional service providers would remain steady through 2035.

Based on the estimated escalation rate, GRT allocation to regional service providers would reach about $5 million annually and remain $5 million annually through 2035. This GRT allocation to regional service providers is nearly $700,000 more annually than what regional service providers are budgeted to receive in 2015.

Over the 20-year planning horizon, this would yield approximately $20 million in revenues for NCRTD to improve service to meet the growing needs of the four-county region.

This would cover approximately 20 percent of the total cost to implement actions identified in the strategic plan and approximately 30 percent of the high priority strategies.

Longer-term priorities would not be implemented and allocations to regional service providers would be reduced.



Scenario 3: Increase GRT

Under Scenario 3, NCRTD voters would be requested to remove the GRT sunset and double the GRT to ¼ cent in year 2020; this is equivalent to a 12.5 cent increase on a $100 purchase. Other existing funding sources would remain in place.

The GRT would double starting in 2021 and experience a moderate 3 percent growth in all other years. Federal funding would be relatively flat over the next 20 years; a 2 percent annual growth rate has been assumed. Funds from Los Alamos County have been declining in recent years, and for this estimate, they are assumed to continue to decline at a rate of 10 percent annually.

GRT allocations to regional service providers would keep pace with the overall GRT and for this scenario are assumed to grow at 3 percent annually.

By 2035 the annual GRT allocation to regional service providers is estimated to be approximately $7.9 million; this is about $3.5 million more annually than the current allocation.

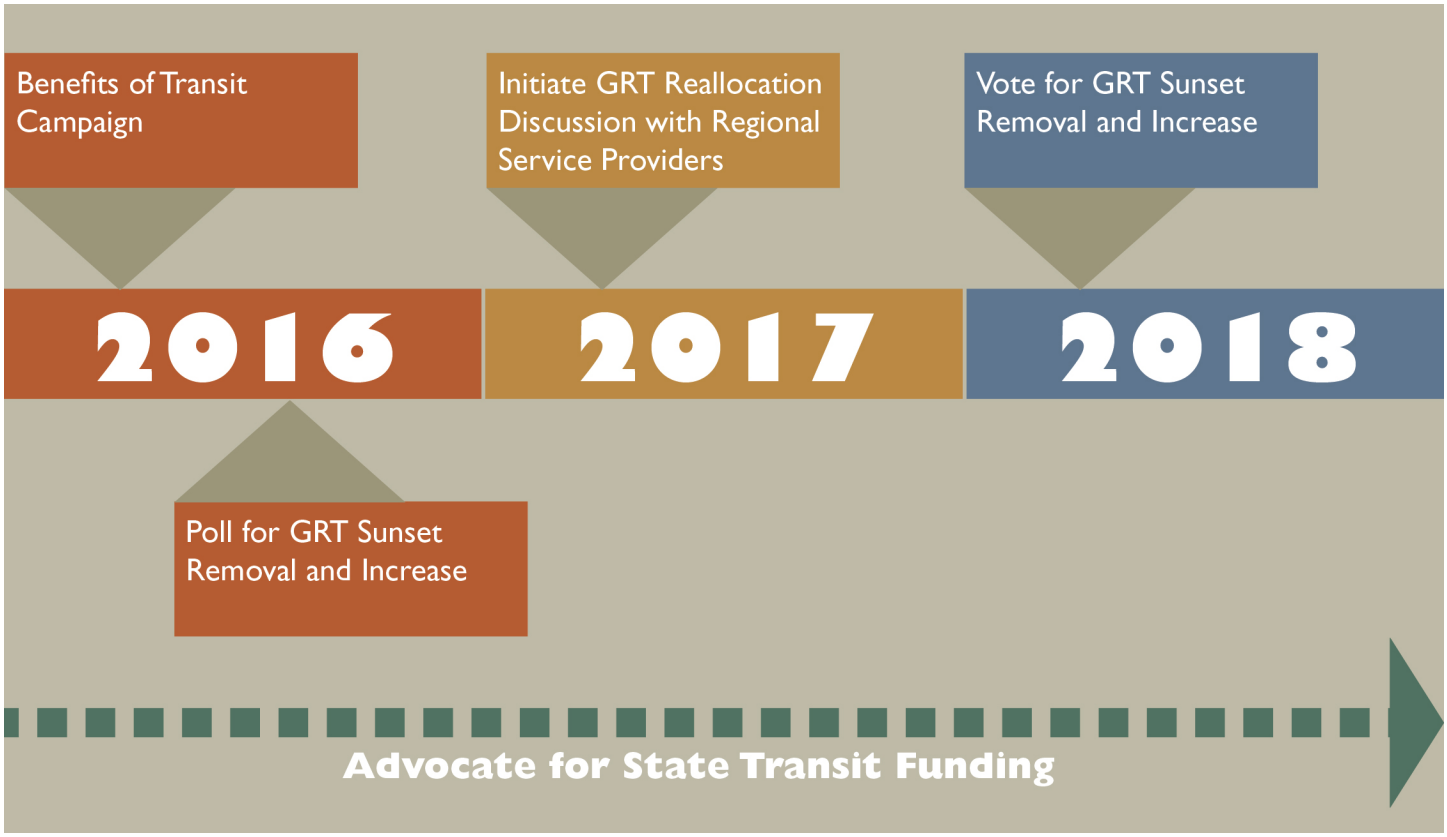
Over the 20-year planning horizon, this would yield approximately $160 million in revenues for NCRTD to improve service to meet the growing needs of the four-county region. This would more than cover the cost to implement and maintain the actions identified in the strategic plan.

Allocations to regional service providers would continue to keep pace with GRT growth over time and could even be increased as appropriate.

The NCRTD Board and Staff acknowledge that accomplishing the identified mission and vision will require ongoing investment into the agency. The cost estimated to fund the high-priority strategies over a 20-year period is approximately $65 million. This includes operating, maintenance, capital, and replacement costs for each strategy.

Three financial scenarios were presented to the NCRTD Board. The financial scenarios represent a range of funding to support implementation of the strategies included in this strategic plan.

The strategies range from a minimal action approach that would not readily allow for any substantial growth in NCRTD services to a doubling of the existing 1/8 cent GRT, which would allow NCRTD to implement the strategies in the strategic plan in the next 20 years. All financial scenarios include the removal of NCRTD's GRT sunset.


Benefits of Transit Campaign
Initiate GRT Reallocation Discussion with Regional Service Providers
Vote for GRT Sunset Removal and Increase
2016
2017
2018
Poll for GRT Sunset Removal and Increase
Advocate for State Transit Funding

The Board strongly supported removal of the GRT sunset but expressed concern that the communities may not support a tax increase in the near-term for a variety of reasons.

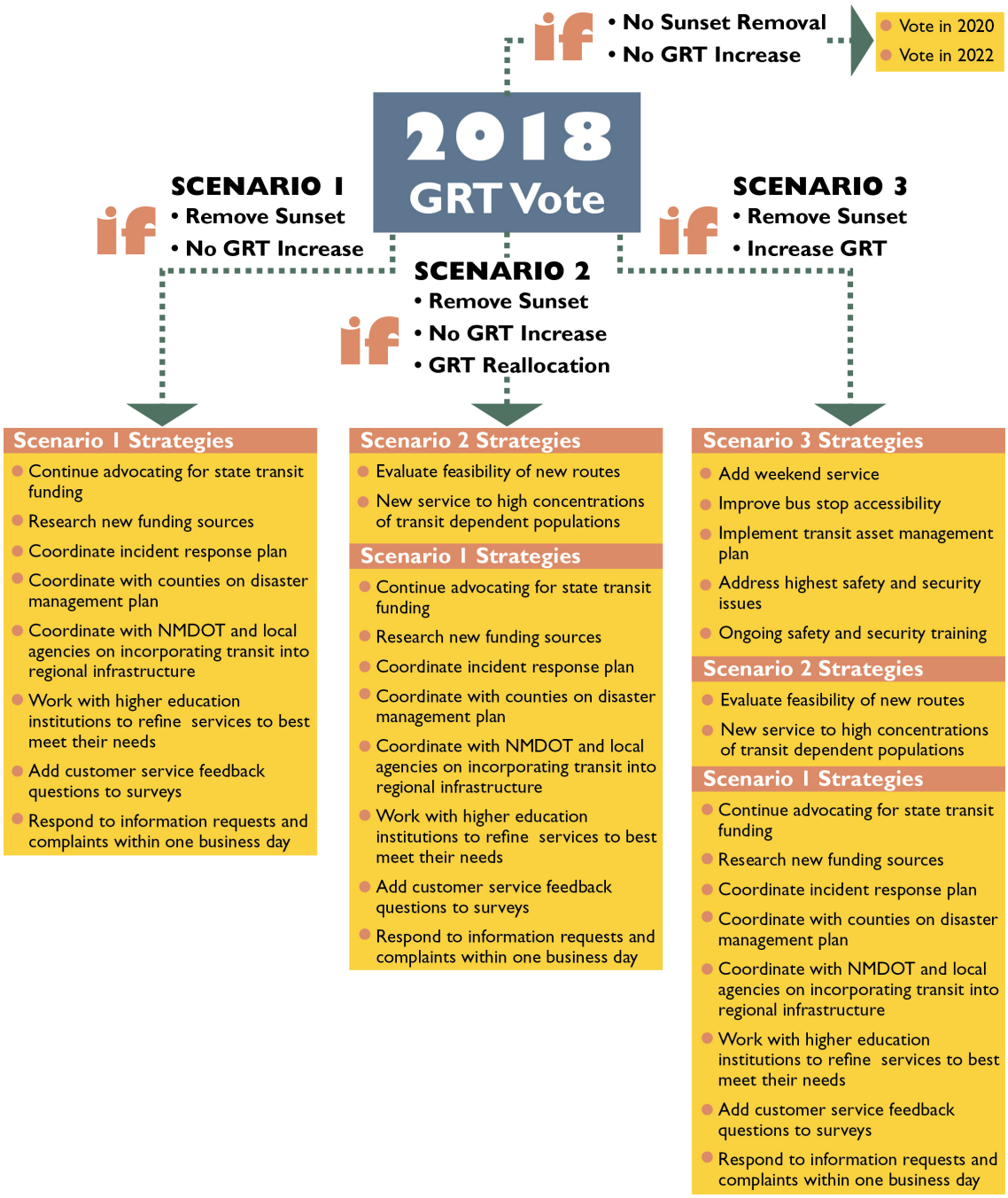
Reasons identified include the current unresolved issues with the state regarding the "hold harmless" clause and the potential to increase total sales tax to over 9 percent in select communities.

The "hold harmless" provision is the state's subsidy to city and county governments to maintain their budget after the state removed gross receipts taxes on food and medicine in 1994. Repeal of this provision could result in other local tax increases to maintain existing city and county services or a reduction of service provided in the communities.

After review and discussion of the financial scenarios, the Board recommended the following course of action to achieve the vision and goals of the agency.

In the next one- to three-year period, the Board supports the following:

1) Conduct a campaign illustrating both the mobility and non-mobility benefits of transit (Strategy 3.3.A)
2) Poll constituents to determine support for the removal of sunset as well as an increase in GRT (Strategy 1.1.A)
3) Work with regional service partners to discuss opportunities to reallocate existing GRT funds to support NCRTD's strategic plan initiatives
4) Continue advocating for a state transit fund for capital and operating funds (Strategy 1.1.C)
5) At a minimum, support the vote of NCRTD sunset removal in the 2018 election (Strategy 1.1.A)
6) If polling shows support for a GRT increase, include a GRT increase in the 2018 election (Strategy 1.1.B)


if • No Sunset Removal • No GRT Increase
Vote in 2020
Vote in 2022
2018 GRT Vote
SCENARIO 1
if • Remove Sunset • No GRT Increase
SCENARIO 3
if • Remove Sunset • Increase GRT
SCENARIO 2
if • Remove Sunset • No GRT Increase • GRT Reallocation
Scenario 1 Strategies
Continue advocating for state transit funding
Research new funding sources
Coordinate incident response plan
Coordinate with counties on disaster management plan
Coordinate with NMDOT and local agencies on incorporating transit into regional infrastructure
Work with higher education institutions to refine services to best meet their needs
Add customer service feedback questions to surveys
Respond to information requests and complaints within one business day
Scenario 2 Strategies
Evaluate feasibility of new routes
New service to high concentrations of transit dependent populations
Scenario 1 Strategies
Continue advocating for state transit funding
Research new funding sources
Coordinate incident response plan
Coordinate with counties on disaster management plan
Coordinate with NMDOT and local agencies on incorporating transit into regional infrastructure
Work with higher education institutions to refine services to best meet their needs
Add customer service feedback questions to surveys
Respond to information requests and complaints within one business day
Scenario 3 Strategies
Add weekend service
Improve bus stop accessibility
Implement transit asset management plan
Address highest safety and security issues
Ongoing safety and security training
Scenario 2 Strategies
Evaluate feasibility of new routes
New service to high concentrations of transit dependent populations
Scenario 1 Strategies
Continue advocating for state transit funding
Research new funding sources
Coordinate incident response plan
Coordinate with counties on disaster management plan
Coordinate with NMDOT and local agencies on incorporating transit into regional infrastructure
Work with higher education institutions to refine services to best meet their needs
Add customer service feedback questions to surveys
Respond to information requests and complaints within one business day

Actions in the four- to six-year period will depend on the result of the election. If removal of the GRT sunset is not successful, NCRTD will support going to a vote to remove the sunset a second and third time, if necessary, prior to 2023. During this period, additional polling will be conducted to determine the level of support for an increase in GRT funding. Similar to the initial period, if support exists, NCRTD will support taking a GRT increase to the voters. Through this period, the education campaign will continue.

NCRTD will implement strategies that do not require additional funding based on level of priority. Those of highest priority will be implemented in the one- to three-year period, including:

- Providing service to transit supportive areas with unserved or underserved transit dependent populations (Strategy 2.1.A)
- Improving accessibility to bus stops region wide (Strategy 2.2.A)
- Implementing highly requested, feasible new routes (Strategy 2.3.A)
- Adding weekend service to successful routes (Strategy 2.3.C)

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Category: System Preservation and Safety

Strategy		Assumptions	Estimated New Cost Year 1	Total New Cost Through 2035
1.1.A	Work to remove 2023 sunset of NCRTD GRT funds.	$30,000 for public education campaign	$30,000	$30,000
1.1.B	Pursue an increase in NCRTD GRT funding.	$30,000 for public education campaign	$30,000	$30,000
1.1.C	Continue advocating for a state transit fund for capital and operations.	Included in existing staffing resources		
1.1.D	Research and identify new public and private funding sources.	Included in existing staffing resources		
1.2.A	Work collaboratively with other public and private transportation providers in the region to efficiently maximize services provided.	Included in existing staffing resources		
1.2.B	Implement transit asset management and maintenance plan (existing fleet and facilities).	fleet replacement (assumes increase of 100K annually)	$100,000	$2,000,000
1.2.C	Adhere to fleet maintenance plan to reduce down time.	increase $50,000 annually	$50,000	$1,000,000
1.3.A	Identify safety and security issues and implement measures to mitigate risk.	$50,000 for plan - recommendation costs tbd but estimated at $30,000 annually	$50,000	$620,000
1.3.B	Coordinate incident response plan with local law enforcement for direct threat on board transit vehicles and in transit facilities.	Included in existing resources		
1.3.C	Use ITS capabilities to inform drivers and public of emergency public safety announcements.	$5,000 startup cost but no cost annually after startup	$5,000	$5,000
1.3.D	Continue to coordinate with counties on development of disaster management plan.	Included in existing resources		
1.3.E	Identify, evaluate, and implement top priority safety enhancements specific to youth and other vulnerable populations.	Included in Strategy 7		
1.3.F	Ongoing driver and staff safety and security training.	$5,000 per training	$5,000	$100,000

Strategy Cost Estimate Details Worksheet

Category: Mobility

Strategy		Assumptions	Estimated New Cost Year 1	Total New Cost Through 2035
2.1.A	Provide service to all transit supportive areas with concentrations of transit dependent populations.	15% increase in existing revenue hours of 59282K at $90/hr	$800,307	$16,006,140
		Purchase, maintain and replace additional fleet to support Strategy 13a (6, 3 year vehicles @ $100,000 each)	$600,000	$4,000,000
2.1.B	Develop travel training program.	new staff person at 50K plus 35% for benefits plus $10K in year 1, $5K per year after	$77,500	$1,455,000
2.2.A	Conduct a region-wide evaluation of bus stop accessibility, prioritize enhancements and implement recommendations.	$30K per site, 5/yr	$150,000	$2,850,000
2.2.B	Evaluate fleet replacement options to ensure convenient access and comfortable use by mobility impaired users.	$10K study	$10,000	$10,000
2.2.C	Design new stops, stations and park and rides to accommodate people of all ages and abilities.	included in stop/station cost		
2.2.D	Adopt accessibility design standards for stops and facilities.	No new cost		
2.2.E	Coordinate with NMDOT and local agencies on regional infrastructure planning to incorporate multimodal accessibility.	Included in existing resources		
2.3.A	Conduct feasibility studies for highly requested new routes and implement those identified as feasible.	Assumes 4 new routes equivalent to 10K in new revenue service hours	$900,000	$18,000,000
		Purchase, maintain and replace additional fleet to support Strategy 20a (4, 3 year vehicles @ $100,000 each)	$400,000	$2,800,000
2.3.B	Increase frequency of productive routes.	59282 annual hours today at $90/hr, increase by 15%	$800,307	$16,006,140
2.3.C	Add weekend service to productive routes.	half of current routes operate on Saturday (59282/5/2)	$533,538	$10,670,760
		Purchase, maintain and replace additional fleet to support Strategy 21a (4, 3 year vehicles @ $100,000 each)	$400,000	$2,800,000
2.3.D	Work to coordinate traveler communication among systems within the region.	$100,000 one time cost, $5,000 annual maintenance costs	$100,000	$195,000
2.3.E	Continue coordination of NCRTD services to complement and interconnect with other transit providers.	Included in existing resources		

Strategy Cost Estimate Details Worksheet

Categories: Economic Opportunity and Partnerships

Strategy		Assumptions	Estimated New Cost Year 1	Total New Cost Through 2035
3.1.A	Provide daily weekday service to higher education institutions and large employment centers.	Included in Strategy 20 and 21		
3.1.B	Work with higher education institutions to identify the service hours best suited to students needs and class times.	Included in existing resources		
3.2.A	Provide service to major regional tourist attractions for use by employees and visitors.	Assumes 1 new routes equivalent to 5K in new revenue service hours	$450,000	$9,000,000
		Purchase, maintain and replace additional fleet to support Strategy 25a (1, 12 year vehicles @ $100,000 each)	$100,000	$700,000
3.2.B	Enhance and market service between Taos and Santa Fe to accommodate visitors travel.	Add 500 revenue hours of service at $90/hour	$45,000	$900,000
		Purchase, maintain and replace additional fleet to support Strategy 26a (1, 3 year vehicles @ $100,000 each)	$100,000	$700,000
3.2.C	Participate in land use planning and development activities with local municipalities.	Included in Strategy 30		
3.3.A	Create marketing campaign that illustrates both the mobility and non mobility benefits of transit.	Every other year at a cost of $10,000	$10,000	$100,000
3.3.B	Implement travel training program (check language).	Included in Strategy 14		
4.1.A	Evaluate opportunity to create a new staff position within NCRTD to coordinate with counties, municipalities, pueblos, and state on land use planning and review.	hire new employee with this focus 60K salary plus 35% in benefits	$81,000	$1,620,000
4.2.A	Conduct a coordinated human service and public transportation plan for the four-county service area.	$150,000 per update, update 4 times	$150,000	$750,000
4.2.B	Work with regional agencies to identify collaborative projects where partnering opportunities would benefit the agency as well as NCRTD (e.g., cost sharing of a new service, construction of a new park and ride, stop enhancements).	Included in Strategy 30		
4.3.A	Participate in development of city, county, pueblo, RPO, MPO, and state transportation plans.	Included in Strategy 30		
4.3.B	Work with New Mexico Transit Association and NMDOT to promote transit and increase ridership throughout the State.	Included in Strategy 30		

Categories: Environmental Stewardship and Community Relations /Customer Service

Strategy		Assumptions	Estimated New Cost Year 1	Total New Cost Through 2035
5.1.A	Evaluate and purchase, to the extent viable, low emission, fuel-efficient and alternative fuel vehicles to replace and expand fleet.	$10K study to evaluate	$10,000	$10,000
5.1.B	Evaluate and implement, to the extent viable, alternative sources of sustainable energy such as solar and wind for NCRTD bus shelters.	$20K study, $10,000 annually for implementation	$20,000	$220,000
5.1.C	Implement elements of NCRTD's Sustainability Plan.	TBD		
5.2.A	Participate in regional land use planning as regional TOD resource to encourage efficient land use patterns.	Included in Strategy 30		
6.1.A	Include customer service feedback questions on survey.	Included in existing resources		
6.1.B	Respond to information requests, commendations, and complaints within one business day.	Included in existing resources		
6.1.C	Provide annual Service Excellence training for all NCRTD staff.	$5K per annual training	$5,000	$100,000
6.1.D	Achieve and maintain on-time performance of 90 percent at key time points system-wide.	Increase recovery time to ensure schedule adherence (5% increase in hours)	$266,769	$5,335,380
6.2.A	Expand marketing, education, and travel training to schools and employment centers served.	$5K annually	$5,000	$100,000
6.2.B	Conduct marketing effort to educate and attract visitors and tourists.	$20K annually	$20,000	$200,000
6.2.C	Develop, conduct, and participate in initiatives that promote public transit.	$5K annually	$5,000	$100,000
6.2.D	Evaluate potential to provide Guaranteed Ride Home program.	$5K one time	$5,000	$5,000
Total			$6,314,421	$98,418,420

2015 dollars

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Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: November 6, 2015
Agenda Item - D

Title: Discussion and Possible Action on a Memorandum of Agreement (MOA) between the Village of Taos Ski Valley (Village) and the North Central Regional Transit District (District)

Prepared By: Anthony J. Mortillaro, Executive Director

Summary: The attached MOA between the Village and District provides the terms and conditions related to the provision of seasonal public transit services to the Village of Taos Ski Valley. In the event that the Agreement is approved the commencement date for the provision of public transit services is December 20, 2015. The seasonal service will conclude on March 30, 2016. Other provisions within the agreement provide the following:

1. Scope of services to be provided (these are similar to the routes and service levels that were previously provided when the Town of Taos operated the Chile Line);
2. Funding for the seasonal service consists of $30,000 contribution by the Village payable on March 30, 2016, a $2.00 one way fare (this has increased from the prior year when the fare was $1.00), 5311 funds and District GRT matching funds. The rate fare revenue reduces the 5311 funding allocation on a dollar for dollar basis.

The Village Council had adopted the MOA at its October meeting, however, they did so with the section related to their $30,000 funding contribution removed. The reason for this strike out was that the Village Council believes that since the District collects Transit GRT that it should not have to make a contribution for this seasonal contractual transit service. However, this fact is not materially different than when the Town of Taos provided this service in past years. Only the provider of the service has changed. Therefore the Village should continue to make a contribution through this contractual period.

The District's Fiscal Year 2016 adopted budget anticipated the $30,000 contribution by the Village. Furthermore, the NMDOT reduces their 5311 funding allocation based upon the amount of fares collected on a dollar for dollar basis. The fares anticipated for the Ski Valley service were $28,970, therefore the 5311 funds will also be reduced by this amount.

District Staff, the Village Manager along with Ski Corporation staff are meeting on November 2, 2015 to assess services levels to be provided by each entity. Based upon these meetings, a recommendation will be made at the Board meeting and the implications upon the MOU will be explained.

Background: Annually the Town of Taos Chile Line entered into an agreement with the Village to provide seasonal transit services during the ski season. The District and the Village want to continue that seasonal service pursuant to the terms contained within the MOA. The District and Village Staff, along with the District Chairman and a Village Councilor met on July 31, 2015 to discuss and review the prior services and the desire for ongoing seasonal services as well as possible future service modifications.

Recommended Action: Staff recommends approval of an MOA between the Village and District for seasonal transit services, provided the funding is available.

Options/Alternatives:

1. Take no action; or
2. Adopt the recommendation, (recommended); or
3. Amend, modify or reject the recommendation and provide direction to staff.

Fiscal Impact: The costs and anticipated revenues from seasonal transit services to the Village was incorporated into the FY 16 budget. However, if the Village reduces or eliminates it contribution the current adopted budget may not be sufficient for the provisions of seasonal transit services.

Attachments:

- Memorandum Agreement

MEMORANDUM OF AGREEMENT
BETWEEN THE VILLAGE OF TAOS SKI VALLEY
AND THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT
TO PROVIDE A BUS ROUTE TO TAOS SKI VALLEY

This Memorandum of Agreement is entered into this 9th day of October 2015, by and between the NCRTD ("District"), a Regional Transit District organized and existing under the Laws of the State of New Mexico and specifically the Regional Transit District Act, NMSA 1978, Sections 73-25-1 et seq., and the Village of Taos Ski Valley ("Village"), a duly organized and incorporated municipality in the State of New Mexico, (collectively, the "Parties") for the purpose of operating a bus route to the Village t

WHEREAS, the District currently owns and operates the NCRTD Chile Line Public Transportation system;

WHEREAS, the Parties wish to provide bus service between the Village and the District for the purpose of employment and to encourage tourism;

WHEREAS, the Parties agree to enter into this Agreement to provide bus service to the Village of Taos Ski Valley.

NOW, THEREFORE IT IS AGREED between the parties as follows:

1. Services Provided by the NCRTD. The District will provide bus service consistent with the transit schedule of the District as outlined on Attachment "A", attached hereto and incorporated by reference herein. The services provided under this Agreement shall conform to the standards for service, policies and procedures of the District for general NCRTD transit

services. The Parties acknowledge that the services as outlined on Attachment "A" may be altered, substituted, or reduced in the future if the NCRTD determines that changes are warranted based upon ridership and the needs of the Parties. The Parties agree that any alteration, substitution, or reduction of any or all of the services will not be grounds for the termination or alteration of the Parties' obligations pursuant to this Agreement provided that the District continues to provide public transportation service to and from the Village equivalent to the service described in Attachment "A".

2. Fares. The fare per passenger shall be $4.00 round trip or $2.00 one-way to the Village. Fares shall be collected and retained by the NCRTD.

3. Term of Service. The District shall provide sufficient District buses to provide the service as depicted in Attachment "A" for a term of three (3) months and ten (10) days; the District shall provide transit service from December 20th, 2015 through March 30th, 2016.

4. Sum Paid to the District. The Village agrees to pay the sum of $30,000.00 to the District, as full payment of the cost of service, on February 28, 2016. The check shall be made payable to the North Central Regional Transit District, Attention Finance Department at 1327 N. Riverside Drive, Española, NM 87532.

5. The Parties agree and acknowledge that the New Mexico Department of Transportation Transit/Rail Bureau's Section 5311 Program for Fiscal Year 2016 funding to the District includes services for the seasonal service extension to the Village of Taos Ski Valley. The parties agree that the funds provided thereunder shall be District funds and shall be used for the purposes set forth in the grant application.

6. Liability. As between the parties, each party shall be solely responsible for fiscal or other sanctions, penalties or fines occasioned as a result of its own violation or alleged violation of requirements applicable to performance of this Agreement. Each party shall be liable for its acts or failure to act in accordance with this Agreement, subject to the immunities and limitations of the New Mexico Tort Claims Act, NMSA 1978, § 41-4-1 through 41-4-27. The parties hereto agree that this document is not intended, by any provisions or part hereof, to create any right to maintain a suit, claim or cause of action of any type whatsoever or however designated, by any individual or third party that is based upon, related to or arising out of any of the provisions of this Agreement.

7. Appropriations and Authorizations. This Agreement is contingent upon there being sufficient appropriations available and proper authorization from the respective governing bodies of the Parties. Each party shall be the sole and final determiner of whether sufficient appropriations and authorization exist. If this Agreement encompasses more than one fiscal year, this Agreement is contingent upon continuing appropriations being available.

8. Termination. This Agreement may be terminated at will, by either party, with or without cause. Termination shall be by written notice which shall be delivered or mailed (certified mail, return receipt) to the other party. If notice is by mail, notice (i.e., the effective day of termination) will be deemed to be effective thirty (30) calendar days from the date of the postmark. If notice is hand-delivered, termination is effective thirty (30) days from the time of delivery to the other party (personally or at his/her office) or when delivered to the Office of the Executive Director. If notified of termination, the District shall cease performing services upon the effective date of termination. If the Village terminates this contract, no refund will be forthcoming from the District. If the District terminates this contract it shall refund a prorated portion of the contract sum based upon days of

service delivered. In no event shall termination nullify obligations of either party prior to the effective date of termination.

9. Severability. In the event that a court of competent jurisdiction finds that any term or provision of this Agreement is void, or otherwise unenforceable, all other terms and provisions shall remain intact and enforceable where not otherwise inconsistent with the Court's findings.

10, Scope of Agreement. This Agreement incorporates all of the agreements and understandings between the parties. No prior agreement(s) or understanding(s), verbal or otherwise, shall be valid or enforceable unless embodied in this contract.

11. Amendment(s) to this Agreement. This Agreement shall not be altered, changed, modified or amended, except by instrument, in writing, executed by both parties.

12. Applicable Law. This Agreement shall be governed by the Laws of the State of New Mexico and the resolutions, rules and regulations of the District. Any legal proceeding brought against the District, arising out of this contract, shall be brought before the First Judicial District Court, Santa Fe County, State of New Mexico.

13. Illegal Acts. Pursuant to N.M.S.A. 1978 (as amended), § 13-1-191, it shall be unlawful for either party to engage in bribery, offering gratuities with the intent to solicit business, or offering or accepting kickbacks of any kind. All other similar act(s) of bribes, gratuities and/or kickbacks are likewise hereby prohibited.

IN WITNESS HEREOF, the parties have executed the Agreement as of the date first written above.

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

_____

Daniel Barrone, Chair

_____

Date signed

Attest

_____

Denis Salazar, District Secretary

VILLAGE OF TAOS SKI VALLEY

_____

Neil King, Mayor

_____

Date Signed

ATTEST: _____

_____

Vanessa N. Chisholm, Village Clerk

APPROVED AS TO FORM _____

Peter Dwyer, District Counsel
Date signed:_____

Village Attorney:

_____

Date signed:

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: November 6, 2015

Agenda Item -E

Title: Resolution No. 2015-32 Adopting an Equal Employment Opportunity/Affirmative Action Program for Fiscal Year 2016 - Fiscal Year 2017

Prepared By: Daria Veprek, Human Resources Director

Background: Federal responsibilities under Section 717 of Title VII and Section 501 of the Rehabilitation Act.

- ✓ Title VII of the Civil Rights Act of 1964 (Title VII) and Section 501 of the Rehabilitation Act of 1973 (Rehabilitation Act): Mandate that all federal personnel decisions be made free of discrimination on the basis of race, color, religion, sex, national origin, reprisal or disability and also require that agencies establish a program of equal employment opportunity for all federal employees and job applicants. 42 U.S.C. §2000e-16 and 29 U.S.C. §791.

- ✓ MANAGEMENT DIRECTIVE 715: Originated by the Equal Employment Opportunity Commission, Office of Federal Operations.

    - Provides policy guidance and standards for establishing and maintaining effective affirmative programs of equal employment opportunity under Section 717 of Title VII (PART A) and effective affirmative action programs under Section 501 of the Rehabilitation Act (PART B). The Directive also sets forth general reporting requirements (PART C).

    - Requires agencies to take appropriate steps to ensure that all employment decisions are free from discrimination. It also sets forth the standards by which

EEOC will review the sufficiency of agency Title VII and Rehabilitation Act programs, which include periodic agency self-assessments and the removal of barriers to free and open workplace competition.

- Reporting: Agencies must report annually on the status of activities undertaken pursuant to its equal employment opportunity program under Title VII and activities undertaken pursuant to its affirmative action obligations under the Rehabilitation Act. Agency reports must also include a plan that sets forth steps it will take in the future to correct deficiencies or further improve efforts undertaken pursuant to this Directive.

- The Model EEO Program: Includes instructions regarding the format and content requirements.

Summary: Federal Regulations require the adoption of an approved EEO program as a condition of receipt of federal funds. The newly created EEO Program reaffirms NCRTD's position in ensuring that all employees and applicants for employment enjoy equality of opportunity regardless of race, sex, national origin, color, religion, disability.

The EEO Program reflects NCRTD's commitment with diversity by attracting, developing and retaining a top-quality workforce that can deliver superior results.

Additionally the structure of NCRTD's EEO Program makes it instrumental in:

1. Ensuring compliance with The Model EEO Program and implementing instructions issued by EEOC in accordance with existing law and authority.

2. Developing systems for the evaluation of program effectiveness and barrier identification by ensuring that NCRTD has adequate data collection practices for effective analyses of applicant flow and personnel transactions.

3. Demonstrating commitment to equality of opportunity for all employees and applicants for employment that is communicated through the ranks from the top down. Creating Training opportunities and influencing all components of the organization to embrace diversity practices.

4. Preparing accomplishment reports and plan updates for timely submission to EEOC.

5. Defining proactive steps to ensure equal employment opportunity and prevent unlawful discrimination for all employees and applicants for employment before it occurs through:

    - Self-Assessment: Current Workforce Analysis
    - Barriers Evaluation: Utilization Analysis

- Setting EEO Goals to eliminate barriers

Recommended Action: The Executive Director and EEO Officer recommend the implementation of the attached EEO program that was established with the essential elements set forth in EEO MD-715:

1. Demonstrated commitment from agency leadership
2. Integration of EEO into the agency's strategic mission
3. Management and program accountability
4. Proactive prevention of unlawful discrimination
5. Efficiency
6. Responsiveness and legal compliance

Fiscal Impact: Avoid consequences associated with the failure to implement an EEO program. Establishing the principles of equal opportunity as fundamental part of the NCRTD culture will:

- Reduce costs associated with decreased morale and productivity and the ineffective and inefficient use of human capital resources.
- Reduce out-of-pocket costs in connection with workplace disputes.
- Where annual reports or information obtained by EEOC suggest that NCRTD is giving insufficient attention to its obligations, EEOC will inform the President and appropriate Congressional committees.

Attachments:

Resolution No. 2015-32
Equal Employment Opportunity Plan

North Central Regional Transit District (NCRTD)

Resolution No. 2015-32 Adopting An Equal Employment Opportunity Plan

WHEREAS, the NCRTD was formed pursuant to the statutory authority for Regional Transit Districts under NMSA 1978, Section 73-25-1 et seq.; and,

WHEREAS, the NCRTD is a sub-division of the State of New Mexico; and,

WHEREAS, the NCRTD was approved and certified by the New Mexico Department of Transportation Commission September 14, 2004; and,

WHEREAS, the NCRTD adopted Personnel Rules and Regulations containing provision regarding Equal Employment Opportunity; and,

WHEREAS, the NCRTD is committed to having a diverse workforce, providing equal employment opportunity, ensuring nondiscrimination in all actions affecting NCRTD employees and applicants for employment; and prohibiting illegal harassment of NCRTD employees; and,

WHEREAS, the Equal Employment Opportunity Plan supports and defines this commitment and outlines way in which NCRTD implements procedures to honor this commitment; and

WHEREAS, NCRTD and its Board of Directors comply with all required Federal laws including but not limited to Title VII of the Civil Rights Act of 1964, as amended; the Equal Pay Act of 1963; the Age Discrimination in Employment Act of 1967, as amended; the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; and the 14thAmendment of the U.S. Constitution.

NOW THEREFORE BE IT RESOLVED THAT the Board of Directors of the NCRTD, hereby adopts the attached Equal Employment Opportunity Plan.

PASSED, APPROVED, AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 6th DAY OF NOVEMBER, 2015.

_____

Daniel Barrone, Chairman

Approved as to form:

_____

Peter Dwyer, Counsel

EQUAL EMPLOYMENT OPPORTUNITY (EEO) PROGRAM

Fiscal Year 2016 - Fiscal Year 2017

November 6, 2015

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

1327 N Riverside Drive, Española, NM 87532

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EQUAL EMPLOYMENT OPPORTUNITY PLAN

I. EXECUTIVE DIRECTORS'S POLICY STATEMENT POLICY

The Regional Transit District Act was adopted by the State Legislature and signed on March 21, 2003. The Regional Transit District Act, NMSA 1978 Section 73-25-1 et seq., authorizes New Mexico governmental units to establish regional transit districts that are authorized to finance, construct, operate, maintain, and promote regional transit systems. The North Central Regional Transit District (NCRTD) satisfied the conditions of the Regional Transit District Act and was certified by the New Mexico Transportation Commission on September 14, 2004 and is a sub-division of the State of New Mexico. The NCRTD has entered into Intergovernmental Agreements with the following entities: Counties of Santa Fe, Los Alamos, Rio Arriba and Taos; Cities and Towns of Santa Fe, Edgewood, Taos and Española and the Pueblos of San Illdefonso, Nambe, Tesuque, Santa Clara, Pojoaque and Ohkay Owingheh.

Elected and appointed representatives of these organizations serve on the NCRTD's Board of Directors and give the organization direction.

The NCRTD's mission is to provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region.

The NCRTD provides a variety of transit routes and services to citizens within the District's four county service area, and is funded through a combination of federal, state and other grants, a voter authorized Regional Gross Receipts Transit Tax, and miscellaneous revenues.

NCRTD prohibits discrimination on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, gender identity, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance.

The NCRTD will keep these tenets in mind in recruitment, selection, placement, promotion, training, compensation of its employees, and in all other official acts of the NCRTTD and its employees and agents..

The Human Resources Director will be appointed to serve as our EEO officer for NCRTD. The EEO Officer will be responsible for ensuring that we comply with all EEO responsibilities

We are committed to an Affirmative Action Program including goals and timetables for good-faith efforts to achieve full utilization of minorities and women at all levels and segments of NCRTD's workforce where deficiencies may exist.

All management personnel share in this responsibility and will be assigned specific tasks to assure compliance is achieved. The performance of managers and supervisors will be evaluated on their contribution to the success of the EEO program the same way as their performance on other NCRTD goals is evaluated.

Employees and applicants will have the right to file complaints and reports alleging discrimination with the appropriate official(s). All such complaints and reports will be thoroughly investigated. No adverse action or retaliation will be taken or permitted against any employee who reports issues of workplace discrimination or harassment.

SIGNED:

Anthony J. Mortillaro

Executive Director

II. POLICY

North Central Regional Transit District (NCRTD) is an Equal Opportunity Employer.

It shall provide equal employment opportunity to its employees and applicants for employment on the basis of fitness and merit without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability except where sex or age or lack of disability is an accepted occupational qualification, or handicap. This policy shall be followed in recruiting, hiring, promotion into all position classifications, compensation, benefits, transfers, layoffs, returns from layoffs, demotions, termination, NCRTD-sponsored training programs, educational leave, social and recreational programs, and use of NCRTD facilities.

Any person employed by NCRTD who fails to comply with this policy is subject to disciplinary action, up to, and including termination.

Where necessary, this policy is to be extended in order that NCRTD be in compliance with the following federal restraints: the U.S. Constitution, Federal Transportation Administration (FTA) 4704.1, the Civil Rights Act of 1866, the Civil Rights Act of 1871, Title VI and VII of the Civil Rights Act of 1974, the State and Local Fiscal Assistance (Revenue Sharing) Act of 1972, the Age Discrimination in the Employment Act of 1975, the Intergovernmental Personnel Act of 1970, Housing and Community Development Act of 1974, and the Rehabilitation Act of 1973 and all relevant executive orders and regulations including but not limited to Executive Order 13672.

The implementation of this EEO plan is a reaffirmation of adherence to and promotion of the policy of nondiscrimination in all action affecting NCRTD employees and in managing NCRTD resources. The guidelines and objectives contained in this plan are designed to assist NCRTD and all of its employees in adhering to that policy.

III. ANNUAL GOALS AND OBJECTIVES

The North Central Regional Transit District' goal is to make its workforce more closely reflect the labor force in North Central New Mexico. The Agency will make specific good faith efforts to identify the underutilization of women and minorities, and make the necessary changes to remove any existing barriers to their employment. NCRTD will also work to recruit and retain qualified minorities, women, and individuals with disabilities at all employment levels.

Underutilization may be caused by barriers to employment. Therefore, the NCRTD's hiring officials will review their recruitment, selection, and promotion process as well as the on-the-job treatment of employees to ensure that women and minorities receive equal employment opportunity to secure employment and promotion.

The NCRTD Executive Director, with the assistance of the Equal Employment Opportunity Officer, will annually perform the following activities necessary to prepare and update the goals and objectives of the Affirmative Action Plan for Equal Opportunity:

A. Analyze current staff and staffing patterns to determine the racial and sex composition of NCRTD employees and of the four county regional area workforce in order to establish benchmark ratios of race and sex.

B. Based on the ratios developed under A. above, establish short range (less than 1 year) employment goals and objectives to address any areas of under-utilization of minorities or females and/or which would further equal employment opportunity for NCRTD employees or the projected work force.

C. Based on the ratios developed under A. above, establish longer range (1-5 years) employment goals and objectives to address any areas of under-utilization of minorities or females and/or which would further equal employment opportunity for NCRTD employees or the projected work force.

IV. DISSEMINATION OF POLICIES AND PROCEDURES

The NCRTD Equal Employment Opportunity Program will be communicated in the following manner:

Internal

- A copy of the full EEO Plan will be provided to each manager with authority to hire or contract for services, and given to each employee.

- The EEO/AA Policy will be placed in all future employee handbooks and manuals and existing employees shall be asked to review the policy and save it along with their employee handbooks and manuals.

- The EEO/AA Policy will be discussed at appropriate supervisory meetings covering the subject of recruitment, employment, training, promotion and transfer of employees and procurement of services.

- The EEO Policy and Complaint Resolution Procedure posters will be permanently posted and conspicuously displayed in areas available to employees and applicants for employment.

- NCRTD's EEO Program Plan and related documents will be posted on the internet.

External

- Notification of NCRTD's EEO Program Plan will be given to all recruitment sources and community groups.

- All employment advertising methods utilized by NCRTD will include its EEO Policy Statement.

- NCRTD's EEO Program Plan and related documents will be on its website.

- NCRTD's EEO Policy Statement will be included on employment applications.

- NCRTD will advise contractors and business partners of the EEO policies and procedures to ensure awareness and compliance.

- The dissemination of NCRTD's EEO/AA policy is not limited to the above referenced items. As considered appropriate, NCRTD utilizes whatever means necessary to convey the organization's commitment to equal employment opportunity.

V. RESPONSABILITIES

A) NCRTD EXECUTIVE DIRECTOR

Ultimate responsibility for the implementation of this policy and the NCRTD's affirmative action program rests with the NCRTD Executive Director. The Executive Director's responsibilities may include:

1. Assisting in identifying problem areas and establishing agency and unit goals and objectives;

2. Being actively involved with local minority organizations, women's and handicapped groups, community organizations and community service programs designed to promote EEO;

3. Participating actively in periodic audits of all aspects of employment in order to identify and to remove barriers obstructing the achievement of specified goals and objectives;

4. Holding regular discussions with managers, supervisors, and employees to assure the agency's policies and procedures are being followed;

5. Reviewing the qualifications of all employees to assure that minorities, disabled persons, and women are given full opportunities for transfer, promotions, training, salary increases, and other forms of professional advancement;

6. Participating in the review and/or investigation of complaints alleging discrimination;

7. Conducting and supporting career counseling for all employees;

8. Participating in periodic audits to ensure that all agency facilities are in compliance (e.g., EEO posters are properly displayed on all employees bulletin boards);

B) EQUAL EMPLOYMENT OPPORTUNITY(EEO) OFFICER

The Human Resources Director will assume the position of the Equal Employment Opportunity Officer and perform the following duties and functions:

1. Developing and recommending an EEO policy, a written program, and internal and external communication procedures;

2. Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals;

3. Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where further actions is needed;

4. Reporting periodically to the Executive Director on the progress of each unit in relation to the agency's goals (at least semiannually at the direction of the Executive Director);

5. Serving as a liaison between the agency, Federal, State and local governments, regulatory agencies, minority, disabled and women's organizations, and other community groups;

6. Assuring that current legal information affecting affirmative action is disseminated to responsible officials;

7. Assisting in recruiting minority, women and disabled applicants and establishing outreach sources;

8. Evaluating and commenting on all hires and promotions;

9. Processing and managing all employment discrimination complaints.

C) DEPARTMENT HEADS AND SUPERVISORS

Each member of management and supervision is responsible within his/her area of responsibility for conducting activities in a manner which will ensure compliance with the policy and the Affirmative Action Programs. Furthermore, each is made to understand that his/her work performance in the area of equal employment affirmative action is being evaluated.

VI. EQUAL EMPLOYMENT OPPORTUNITY PERSONNEL AND WORKPLACE PRACTICES

The personnel practices of the NCRTD shall at all times conform to the requirements of the law and any legal requirements collectively bargained by the NCRTD notwithstanding any provision of this EEO Policy to the contrary. NCRTD personnel practices shall integrate the following specific EEO considerations.

A) RECRUITMENT

Applicants for employment shall be considered and placed without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability.

The NCRTD shall display equal employment opportunity notices in conspicuous places available to all employees and applicants for employment. Employment application forms shall be in compliance with applicable federal laws. A copy of the NCRTD EEO Policy may be obtained from the EEO Officer or any manager or on the NCRTD's website.

Applications and supporting documents shall be screened by individual managers for evaluation taking into account this EEO Policy. Applicants deemed most suited for available position may be asked to submit additional supporting data for further evaluation, and/or may be asked to submit themselves for an interview. Before a formal offer is made, the EEO officer shall be consulted to ascertain that a good faith effort to implement this EEO Policy has indeed been made. The EEO Officer shall obtain evidence to confirm that the applicant pool from which the selection (hiring) was made had been established without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability. If this cannot be confirmed, the EEO Officer may object to the hiring and the Executive Director shall consider alternatives prior to filling the position. In order enhance the employment opportunities of minorities and women, managers are especially urged to develop a better understanding of minorities and women in the work force and the conditions, problems and expectations of minority groups and women.

The recruitment of persons to fill vacancies will be accomplished without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability. NCRTD will maintain contacts with various minority, women and handicapped groups and organizations concerning manpower resources and requirements when necessary.

1. The EEO Officer will have primary responsibility for recruitment activities with direct assistance from other NCRTD staff involved in the hiring process.

2. Whenever practical all job openings will be advertised in the news media. They will also be advertised in any news media forum that targets women and minorities as well as organizations and institutions catering predominantly to women and minorities. Where visual media (such as online posts, posters or flyers) is used, all pictures that show visual representations of the NCRTD staff shall include minorities and/or females. The NCRTD may choose not to advertise vacancies when more than 5 current (three months or less) applications are on file for a position, or selections can be made from a pre-selected standing list of qualified applicants, or a collective bargaining agreement or law does not permit advertising the position.

3. The latest job listing will be posted in such a manner that all employees and potential employees have equal access to this information.

4. Communications will be maintained with educational institutions and vocational schools for recruitment, including predominantly minority and women's institutions.

5. The Executive Director will determine where to advertise vacant positions; either in-house only or in the local news media.

The Utilization Analysis will be annually reviewed by both the EEO Officer and other appropriate NCRTD staff in an effort to ensure that qualified women and minorities are provided opportunities at rates substantially similar to those of qualified men and non-minority employees. NCRTD will strive to employ and retain qualified individuals with disabilities in all levels of its workforce.

B) SELECTION

The selection of persons to fill job vacancies will be accomplished through approved procedures only, adhering to the documented NCRTD hiring process. Persons will be hired without regard to non-merit factors following a completely objective appraisal of each eligible individual interested in the position.

C) PROMOTION

Promotion will be proposed in accordance with applicable rules, on a nondiscriminatory basis. The procedures used in selecting persons for promotion will be evaluated periodically to ensure that they are realistic and relevant. Any employee who feels he or she has not been accorded fair and impartial treatment regarding employment will be offered an opportunity to discuss this problem. In order to encourage merit based promotions the NCRTD shall seek to fund and provide assistance as follows.

1. Continued emphasis will be placed on the NCRTD's educational assistance programs.

2. Training programs shall be designed to upgrade the skills of employees so that they can improve performance in their present position.

3. On-the-job training will be designed so that employees have an opportunity to acquire skills needed to qualify for promotions and/or an enhanced position with the NCRTD.

4. Employees with managerial ability will be encouraged to acquire skills on- the-job or through more formalized training prior to their advancement into a management position.

D) EEO TRAINING

All personnel involved in the recruitment and selection process will be trained to ensure they understand the EEO Program Plan, and are committed to its intent. Training shall also be provided annually to appropriate personnel including the NCRTD Executive Director, the EEO Officer and all Department Heads.

E) DISCIPLINARY ACTION

An employee may be disciplined for any of the reasons provided under the NCRTD's Personnel Rules and Regulations. Any NCRTD employee who feels that he or she has been wrongfully subjected to disciplinary

action has the right to appeal the action, either verbally or in writing, pursuant to the procedures set forth in the NCRTD Personnel Rules and Regulations

This EEO Policy may serve as grounds for disciplinary action against employees. Any employee, who is found to have violated this policy may be subject to prompt and appropriate disciplinary action, up to and including termination.

If an employee believes any disciplinary action against him or her is EEO related, he/she has the right to request a review from the EEO Officer to ensure compliance with NCRTD's EEO Policy. If the EEO Officer finds that an EEO issue exists, the Procedures outlined in Section VIII: Issue Resolution of the Policy will be implemented and followed.

The EEO Officer will be apprised of all verbal and written appeals based upon EEO compliance issues.

F) WORK ASSIGNMENTS

All management personnel will be responsible for monitoring employee placement, assignment of duties and work sites to ensure that assignments are made on a non-discriminatory basis.

G) SEPARATION FROM EMPLOYMENT

Exiting employees shall be afforded the opportunity to participate in an optional exit interview conducted by Human Resources or other appropriate staff that will allow them to:

- Discuss the precise reason(s) for the termination.
- Voice any concerns they may have been reluctant to express while employed.
- Provide positive and negative comments and suggestions related to their employment experience.

NCRTD will review recorded terminations' information to identify if women and minorities leave the Agency at rates substantially different from those of men, non-minority employees, and employees without disabilities.

H) WAGES AND SALARIES

NCRTD complies with the Equal Pay Act of 1963 which requires all employers subject to the Fair Labor Standards Act to provide equal pay for men and women performing similar work.

NCRTD will evaluate current salaries to ensure appropriate range placement based on job related experience, skills and abilities. NCRTD will examine salary anomalies and ensure equality among male and female employees.

I) EMPLOYEES WITH DISABILITIES

It is the policy of NCRTD not to discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified. NCRTD takes affirmative action to employ, advance in employment and otherwise treat qualified individuals with known disabilities without discrimination based upon their physical or mental disability in all employment practices.

NCRTD will attempt to provide reasonable accommodations for employees with disabilities, unless such accommodation would impose an undue hardship on the conduct of its business. NCRTD also commits to engaging in an interactive process with the person requesting the accommodation (or their representative), as needed, to determine an appropriate accommodation.

J) SEXUAL HARASSMENT POLICY AND PRACTICES

NCRTD will not tolerate sexual harassment of its employees by anyone. Persons suspected of sexually harassing others will be investigated.

Normal, courteous, mutually respectful, pleasant, non-coercive interactions between employees that are acceptable to both parties are not considered to be sexual harassment.

Sexual harassment as defined by the Equal Employment Opportunity Commission is:

- Unwelcomed or unwanted sexual advances;
- Requests and demands for sexual favors;
- Verbal abuse or kidding that is sexually oriented and considered unacceptable by another individual;
- Engaging in any type of sexually oriented conduct that would unreasonably interfere with another's work performance; and
- Creating a work environment that is intimidating, hostile, or offensive.

Sexual harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendos, and other sexually-oriented statements and unwelcome emphasizing of sexual identity. It can occur between employees, and between employees and members of the public, including vendors, visitors, passengers, or others with whom employees come into contact while working for NCRTD.

Harassment of any kind, including sexual harassment, is illegal and prohibited. Any employee, who feels he or she is the victim of workplace harassment, or who witnesses unlawful harassment or abuse, whether from management, co-workers, or third parties, should promptly report the matter to their supervisor or manager. All such reports will be thoroughly investigated. No adverse action or retaliation will be taken or permitted against any employee for reporting the issues of workplace harassment.

It shall be the responsibility of the EEO Officer to advise any employee who feels she or he has been sexually harassed of the proper procedure for handling the complaint.

K) NCRTD FACILITIES AND BENEFITS

Equal opportunity shall be assured to all NCRTD employees for proper use of NCRTD facilities.

The benefits and conditions of employment as outlined in the NCRTD Employee Handbook shall be monitored to assure that they continue' to be equally available to all employees.

VII. RECORDS

Race/sex records will be kept on the following:

- applicants
- hiring
- terminations
- promotions
- transfers
- training
- complaints of discrimination

Records on the subjects listed above will be maintained by the EEO Officer. They will be reviewed periodically to ensure that actions taken by the organization are consistent with EEO and Affirmative Action Policy. Records of correspondence with the various recruitment contacts (minority, female, handicapped organizations) will also be maintained.

A file of all job advertisements will continue to be kept by the Personnel EEO Officer. At least annually all department heads and supervisors will be provided training in EEO/Affirmative Action subjects including interviewing techniques.

VIII. EEO ISSUE RESOLUTION

It is NCRTD's policy to provide a pleasant working environment for all employees. The EEO issue resolution procedure outlined below will address discrimination complaints regarding race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability.

Utilization of this issue resolution procedure will not in any way jeopardize current or prospective employment status and shall be independent of, and in addition to, any other procedural rights afforded to employees under the NCRTD Personnel Rules and Procedures.

Issue Resolution Procedures are as follows:

1. The EEO Officer will receive all written complaints of discrimination. These complaints may be direct from the employee or referred from a supervisor or manager who has received a complaint from an employee.

2. All discrimination complaints filed under this procedure will be accepted for investigation up to and including 30 days after the date of the alleged discriminatory act.

3. All complaints will be properly recorded and signed by the complainant. Employees will be advised and counseled as to other avenues of redress including, but not limited to, the following:
    - New Mexico Department of Workforce Solutions, Human Rights Bureau
    - U.S. Equal Employment Opportunity Commission.

4. All complaints will be investigated and processed by the EEO Officer within 30 days of receipt.

5. The complainant will receive written notification regarding the results of the investigation and the final disposition of the complaint including remedial actions to be taken.

6. If the complainant disagrees with the findings and decisions of the EEO Officer, he/she will be advised and counseled as to other avenues of redress including, but not limited to, the following:
    - New Mexico Department of Workforce Solutions, Human Rights Bureau
    - U.S. Equal Employment Opportunity Commission.

7. The EEO Officer will take necessary steps to ensure the confidentiality of all discrimination or harassment complaint records and of any counseling done in the course of the complaint procedure to the maximum extent permitted by law.

IX. SIGNATURE AND APPROVAL

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

Approved by Executive Director:

_____ Date: _____

Anthony J. Mortillaro

Approved as to form and legal sufficiency by the NCRTD legal counsel:

_____ Date: _____

Name

X. APPENDIX

A) UTILIZATION ANALYSIS

Equal employment opportunity assumes that the workforce of any given business should mirror the race and sex composition of the population. A major factor in assessing equal employment opportunity is the skill availability of the labor pool.

Employment Opportunity legislation (Title VII of the Civil Rights Act of 1964, as amended) and subsequent executive orders (Executive Order 11246, as amended); require that Federal contractors and subcontractors certify that they do not discriminate with respect to employment and the conditions thereof.

The assessment below analyses the workforce composition metrics of NCRTD vs. Labor Market in Rio Arriba, Taos, Santa Fe and Los Alamos Counties.

The following tables have been created to aid in the Utilization Analysis process:

- NCRTD'CURRENT WORKFORCE ANALYSIS

  Reflects the make-up of our current workforce as of October 31, 2015.

- LABOR MARKET ANALYSIS

  Represents the available raw data extracted from the US Census Bureau - 2010 Census.

- UTILIZATION

  Compares the values from NCRTD's current workforce and the Labor Market.

  Percent difference: The comparison includes a 'percent difference' between the Market and NCRTD and its corresponding index of those percentages.

  Index: The Index is instrumental in calculating the percent of the percent in other words, is the comparison between the two percentages, the Market's and NCRTD's.

NCRTD'CURRENT WORKFORCE ANALYSIS

The NCRTD workforce consists of sixty (60) employees representing six Job Categories:

- Executive/Senior Level Officials and Managers
- First/Mid-Level Officials and Managers
- Professionals
- Administrative Support Workers
- Craft Workers
- Operatives

Observations:

NCRTD's workforce is made of 60% male and 40% female.

Overall NCRTD'S Workforce is made up of:

- Hispanic/Latino workers at 53.3%
- White at 38.3%
- American Indian at 8.3%.

The largest job category is Operatives at 71.7. Operatives are primarily males at 58.1%.

The second largest category is Officials and Managers who make up 16.7% once again primarily males at 70%.

Also notable that 90% of all Officials and Managers are White.

JOB CATEGORIES	Race/Ethnicity														
	Hispanic Or Latino		Not-Hispanic Or Latino												
			MALE						FEMALE						
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	TOTALS
Executive/Senior Level Officials and Managers	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
First/Mid-Level Officials and Managers	1	0	5	0	0	0	0	0	3	0	0	0	0	0	9
Professionals	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Technicians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sales Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Support Workers	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3
Craft Workers	2	0	1	0	0	0	0	0	0	0	0	0	0	0	3
Operatives	13	12	8	0	0	0	4	0	5	0	0	0	1	0	43
Laborers and Helpers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	17	15	15	0	0	0	4	0	8	0	0	0	1	0	60

NCRTD		Total	Hispanic and Latino	Not Hispanic or Latino, one race					Not Hispanic or Latino, two or more races				Balance of not Hispanic or Latino	% of Job Category
				White alone	Black or African American	American Indian and Alaska	Asian alone	Native Hawaiian and Other	White and Black	White and AIAN	White and Asian	Black and AIAN		
Officials and managers														*16.7%*
Total, both sexes														
	Number	10	1	9	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	10.0%	90.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	7	1	6	0	0	0	0	0	0	0	0	0	
	Percent	70.0%	10.0%	60.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	3	0	3	0	0	0	0	0	0	0	0	0	
	Percent	30.0%	0.0%	30.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Professional workers														*1.7%*
Total, both sexes														
	Number	1	1	0	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	1	1	0	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Technicians														*0.0%*
Total, both sexes														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sales workers														*0.0%*
Total, both sexes														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Administrative support workers														*5.0%*
Total, both sexes														
	Number	3	3	0	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	3	3	0	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Craft workers														*5.0%*
Total, both sexes														
	Number	3	2	1	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	3	2	1	0	0	0	0	0	0	0	0	0	
	Percent	100.0%	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Operatives														*71.7%*
Total, both sexes														
	Number	43	25	13	0	5	0	0	0	0	0	0	0	
	Percent	100.0%	58.1%	30.2%	0.0%	11.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	25	13	8	0	4	0	0	0	0	0	0	0	
	Percent	58.1%	30.2%	18.6%	0.0%	9.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	18	12	5	0	1	0	0	0	0	0	0	0	
	Percent	41.9%	27.9%	11.6%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Laborers and helpers														*0.0%*
Total, both sexes														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Service workers														*0.0%*
Total, both sexes														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	0	0	0	0	0	0	0	0	0	0	0	0	
	Percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Race Breakdown Totals														
Total, both sexes														
	Number	60	*32*	*23*	*0*	*5*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	
	Percent	*100.0%*	*53.3%*	*38.3%*	*0.0%*	*8.3%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	
Male														
	Number	36	*17*	*15*	*0*	*4*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	
	Percent	*60.0%*	*28.3%*	*25.0%*	*0.0%*	*6.7%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	
Female														
	Number	24	*15*	*8*	*0*	*1*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	
	Percent	*40.0%*	*25.0%*	*13.3%*	*0.0%*	*1.7%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	

LABOR MARKET

Officials and Managers:

1 in 10 workers are Officials and Managers.

Most Officials and Managers in the Labor Market are female at 51.4%. More than half of all the females in the Officials and Managers job category are White.

Even though the primary race for this category is White at 59.7%, the largest inequality happens between the Hispanic/Latino men and women with 15.8% male and 20.2% Hispanic/Latino female. The White race has a close representation from male and female at 30.1% and 29.5%.

Professionals:

The largest job category in the market are professional workers at 26.6% which is primarily female with 53.6%.

The largest inequality is between Hispanic/Latino and White workers. Hispanic/Latino make up 21.9% and White workers 72.7% for this job category.

Notable in this category are Asians at 2.7% which makes this the highest representation of Asians for all job categories in the market.

Administrative Support:

Administrative support workers makes up 15.1% of the Market workforce. Most of the Administrative support workers in the Market are females at 76.1%.

Craft Workers:

Craft workers make up 11.4% of the entire workforce. The great majority of Craft workers in the Market are males at 96.5%.

Operatives:

Operatives is a fairly small share of the Market's workforce with only 2.6%. Most Operatives are males at 70%.

Market		Total	Hispanic and Latino	Not Hispanic or Latino, one race					Not Hispanic or Latino, two or more races				Balance of not Hispanic or Latino	% of Job Category
				White alone	Black or African American	American Indian and Alaska	Asian alone	Native Hawaiian and Other	White and Black	White and AIAN	White and Asian	Black and AIAN		
Officials and managers														*9.7%*
Total, both sexes														
	Number	4,565	*1635*	2,725	25	115	35	4	0	0	10	0	15	
	Percent	100.0%	35.8%	59.7%	0.5%	2.5%	0.8%	0.1%	0.0%	0.0%	0.2%	0.0%	0.3%	
Male														
	Number	2,225	*720*	1,375	25	45	35	4	0	0	10	0	0	
	Percent	48.7%	15.8%	30.1%	0.5%	1.0%	0.8%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	
Female														
	Number	2,345	*920*	1,345	0	65	0	0	0	0	0	0	15	
	Percent	51.4%	20.2%	29.5%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	
Professional workers														*26.6%*
Total, both sexes														
	Number	12,510	*2745*	9,095	25	205	340	4	0	25	10	0	65	
	Percent	100.0%	21.9%	72.7%	0.2%	1.6%	2.7%	0.0%	0.0%	0.2%	0.1%	0.0%	0.5%	
Male														
	Number	5,810	*1425*	4,165	15	80	75	0	0	0	10	0	45	
	Percent	46.4%	11.4%	33.3%	0.1%	0.6%	0.6%	0.0%	0.0%	0.0%	0.1%	0.0%	0.4%	
Female														
	Number	6,700	*1320*	4,930	10	125	265	4	0	25	0	0	25	
	Percent	53.6%	10.6%	39.4%	0.1%	1.0%	2.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	
Technicians														*2.8%*
Total, both sexes														
	Number	1,325	*615*	640	0	55	0	0	0	0	0	0	15	
	Percent	100.0%	46.4%	48.3%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	
Male														
	Number	580	*190*	345	0	25	0	0	0	0	0	0	15	
	Percent	43.8%	14.3%	26.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	
Female														
	Number	745	*425*	295	0	30	0	0	0	0	0	0	0	
	Percent	56.2%	32.1%	22.3%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sales workers														*10.5%*
Total, both sexes														
	Number	4,935	*2290*	2,415	60	90	15	0	0	25	20	0	20	
	Percent	100.0%	46.4%	48.9%	1.2%	1.8%	0.3%	0.0%	0.0%	0.5%	0.4%	0.0%	0.4%	
Male														
	Number	1,725	*755*	915	35	10	0	0	0	0	10	0	4	
	Percent	35.0%	15.3%	18.5%	0.7%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	
Female														
	Number	3,205	*1530*	1,495	25	80	15	0	0	25	10	0	20	
	Percent	64.9%	31.0%	30.3%	0.5%	1.6%	0.3%	0.0%	0.0%	0.5%	0.2%	0.0%	0.4%	
Administrative support workers														*15.1%*
Total, both sexes														
	Number	7,105	*3835*	2,820	30	310	65	0	15	10	0	0	30	
	Percent	100.0%	54.0%	39.7%	0.4%	4.4%	0.9%	0.0%	0.2%	0.1%	0.0%	0.0%	0.4%	
Male														
	Number	1,700	*805*	740	4	95	35	0	4	10	0	0	4	
	Percent	23.9%	11.3%	10.4%	0.1%	1.3%	0.5%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	
Female														
	Number	5,410	*3030*	2,080	25	215	30	0	10	0	0	0	20	
	Percent	76.1%	42.6%	29.3%	0.4%	3.0%	0.4%	0.0%	0.1%	0.0%	0.0%	0.0%	0.3%	
Craft workers														*11.4%*
Total, both sexes														
	Number	5,360	*3830*	1,445	0	85	0	4	0	0	0	0	0	
	Percent	100.0%	71.5%	27.0%	0.0%	1.6%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	5,175	*3770*	1,315	0	85	0	4	0	0	0	0	0	
	Percent	96.5%	70.3%	24.5%	0.0%	1.6%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	185	*55*	130	0	0	0	0	0	0	0	0	0	
	Percent	3.5%	1.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Operatives														*2.6%*
Total, both sexes														
	Number	1,215	*905*	305	0	4	0	0	0	0	0	0	0	
	Percent	100.0%	74.5%	25.1%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Male														
	Number	850	*625*	225	0	0	0	0	0	0	0	0	0	
	Percent	70.0%	51.4%	18.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	360	*285*	75	0	4	0	0	0	0	0	0	0	
	Percent	29.6%	23.5%	6.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Laborers and helpers														*4.9%*
Total, both sexes														
	Number	2,310	*1620*	555	55	55	0	0	0	25	0	0	0	
	Percent	100.0%	70.1%	24.0%	2.4%	2.4%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	
Male														
	Number	1,935	*1450*	375	55	55	0	0	0	0	0	0	0	
	Percent	83.8%	62.8%	16.2%	2.4%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Female														
	Number	380	*175*	180	0	0	0	0	0	25	0	0	0	
	Percent	16.5%	7.6%	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	
Service workers														*16.2%*
Total, both sexes														
	Number	7,625	*4795*	2,205	10	315	200	4	10	35	30	0	25	
	Percent	100.0%	62.9%	28.9%	0.1%	4.1%	2.6%	0.1%	0.1%	0.5%	0.4%	0.0%	0.3%	
Male														
	Number	4,170	*2750*	995	10	225	100	4	10	35	30	0	10	
	Percent	54.7%	36.1%	13.0%	0.1%	3.0%	1.3%	0.1%	0.1%	0.5%	0.4%	0.0%	0.1%	
Female														
	Number	3,455	*2040*	1,215	0	90	95	0	0	0	0	0	10	
	Percent	45.3%	26.8%	15.9%	0.0%	1.2%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	
Race Breakdown Totals														
Total, both sexes														
	Number	*46950*	*22270*	*22205*	*205*	*1234*	*655*	*16*	*25*	*120*	*70*	*0*	*170*	
	Percent	*100.0%*	*47.4%*	*47.3%*	*0.4%*	*2.6%*	*1.4%*	*0.0%*	*0.1%*	*0.3%*	*0.1%*	*0.0%*	*0.4%*	
Male														
	Number	*24170*	*12490*	*10450*	*144*	*620*	*245*	*12*	*14*	*45*	*60*	*0*	*78*	
	Percent	*51.5%*	*26.6%*	*22.3%*	*0.3%*	*1.3%*	*0.5%*	*0.0%*	*0.0%*	*0.1%*	*0.1%*	*0.0%*	*0.2%*	
Female														
	Number	*22785*	*9780*	*11745*	*60*	*609*	*405*	*4*	*10*	*75*	*10*	*0*	*90*	
	Percent	*48.5%*	*20.8%*	*25.0%*	*0.1%*	*1.3%*	*0.9%*	*0.0%*	*0.0%*	*0.2%*	*0.0%*	*0.0%*	*0.2%*	

Observations:

Generally notable in the Market is the inequality between men and women with women in the higher paid job categories.

However male continue to have the higher share of the Labor Market at 51.5%.

There are three main races within this market:

- Hispanic/Latino at 35.8%
- White alone at 59.7%
- American Indian and Alaska at 2.5%

The two main categories Hispanic/Latino and White make up 94.7% of the total Market's workforce in Rio Arriba, Santa Fe, Taos and Los Alamos counties.

Males represent the Hispanic workforce while female dominate the White workforce.

UTILIZATION: NCRTD Workforce vs. Labor Market Analysis

A comparison of NCRTD's work force to the Market labor statistics for Rio Arriba, Santa Fe, Taos and Los Alamos counties provides the following information on utilization:

- White males and Hispanic/Latino females dominate the NCRTD workforce with 12.3% and 20% more than the Market's workforce. We are flat to the market when it comes to Hispanic males with only 6.5% more as reflected by the Index value.
- We have 10% Hispanic/Latino representation in Officials and Managers which is only 27.9% of the Market's average which is 35.8%.
- NCRTD's Officials and Managers are primarily by male while in the Market most are female.
- Overall we have 16.5% more male workers than the Market average.
- The Market has a representation of 2.5% from the American Indian and Alaska race in the Officials and Managers job category.

Observations:

The Operatives job category represents all 3 of main races in the market: 58.1% Hispanic/Latino, 30.2% White alone and 11.6% American Indian and Alaska.

When it comes to gender, our Index value reflects that we have 41.4% more females in the Operatives job category than the Market.

While in the Market Hispanic/Latino make up most of the Operatives job category, NCRTD has 20.4% more White workers than the market as reflected by our Index comparison.

Utilization	Total	Hispanic and Latino	Not Hispanic or Latino, one race					Not Hispanic or Latino, two or more races				Balance of not Hispanic or Latino	*% of Job Category*
			White alone	Black or African American	American Indian and Alaska	Asian alone	Native Hawaiian and Other	White and Black	White and AIAN	White and Asian	Black and AIAN		
Officials and managers													
Total, both sexes													
Percent Difference	0.0%	-25.8%	30.3%	-0.5%	-2.5%	-0.8%	-0.1%	-	-	-0.2%	-	-0.3%	*6.9%*
Index	100.0	27.9	150.8	0.0	0.0	0.0	0.0	-	-	0.0	-	0.0	*171.4*
Male													
Percent Difference	21.3%	-5.8%	29.9%	-0.5%	-1.0%	-0.8%	-0.1%	-	-	-0.2%	-	-	
Index	143.7	63.4	199.3	0.0	0.0	0.0	0.0	-	-	0.0	-	-	
Female													
Percent Difference	-21.4%	-20.2%	0.5%	-	-1.4%	-	-	-	-	-	-	-0.3%	
Index	58.4	0.0	101.7	-	0.0	-	-	-	-	-	-	0.0	
Professional workers													
Total, both sexes													
Percent Difference	0.0%	78.1%	-72.7%	-0.2%	-1.6%	-2.7%	0.0%	-	-0.2%	-0.1%	-	-0.5%	*-25.0%*
Index	100.0	455.7	0.0	0.0	0.0	0.0	0.0	-	0.0	0.0	-	0.0	*6.3*
Male													
Percent Difference	53.6%	88.6%	-33.3%	-0.1%	-0.6%	-0.6%	-	-	-	-0.1%	-	-0.4%	
Index	215.5	877.9	0.0	0.0	0.0	0.0	-	-	-	0.0	-	0.0	
Female													
Percent Difference	-53.6%	-10.6%	-39.4%	-0.1%	-1.0%	-2.1%	0.0%	-	-0.2%	-	-	-0.2%	
Index	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	0.0	-	-	0.0	
Technicians													
Total, both sexes													
Percent Difference	-100.0%	-46.4%	-48.3%	-	-4.2%	-	-	-	-	-	-	-1.1%	*-2.8%*
Index	0.0	0.0	0.0	-	0.0	-	-	-	-	-	-	0.0	*0.0*
Male													
Percent Difference	-43.8%	-14.3%	-26.0%	-	-1.9%	-	-	-	-	-	-	-1.1%	
Index	0.0	0.0	0.0	-	0.0	-	-	-	-	-	-	0.0	
Female													
Percent Difference	-56.2%	-32.1%	-22.3%	-	-2.3%	-	-	-	-	-	-	-	
Index	0.0	0.0	0.0	-	0.0	-	-	-	-	-	-	-	
Sales workers													
Total, both sexes													
Percent Difference	-100.0%	-46.4%	-48.9%	-1.2%	-1.8%	-0.3%	-	-	-0.5%	-0.4%	-	-0.4%	*-10.5%*
Index	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	0.0	*0.0*
Male													
Percent Difference	-35.0%	-15.3%	-18.5%	-0.7%	-0.2%	-	-	-	-	-0.2%	-	-0.1%	
Index	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	-	0.0	
Female													
Percent Difference	-64.9%	-31.0%	-30.3%	-0.5%	-1.6%	-0.3%	-	-	-0.5%	-0.2%	-	-0.4%	
Index	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	0.0	
Administrative support workers													
Total, both sexes													
Percent Difference	0.0%	46.0%	-39.7%	-0.4%	-4.4%	-0.9%	-	-0.2%	-0.1%	-	-	-0.4%	*-10.1%*
Index	100.0	185.3	0.0	0.0	0.0	0.0	-	0.0	0.0	-	-	0.0	*33.0*
Male													
Percent Difference	-23.9%	-11.3%	-10.4%	-0.1%	-1.3%	-0.5%	-	-0.1%	-0.1%	-	-	-0.1%	
Index	0.0	0.0	0.0	0.0	0.0	0.0	-	0.0	0.0	-	-	0.0	
Female													
Percent Difference	23.9%	57.4%	-29.3%	-0.4%	-3.0%	-0.4%	-	-0.1%	-	-	-	-0.3%	
Index	131.4	234.5	0.0	0.0	0.0	0.0	-	0.0	-	-	-	0.0	
Craft workers													
Total, both sexes													
Percent Difference	0.0%	-4.8%	6.3%	-	-1.6%	-	-0.1%	-	-	-	-	-	*-6.4%*
Index	100.0	93.3	123.5	-	0.0	-	0.0	-	-	-	-	-	*43.8*
Male													
Percent Difference	3.5%	-3.7%	8.8%	-	-1.6%	-	-0.1%	-	-	-	-	-	
Index	103.6	94.8	136.1	-	0.0	-	0.0	-	-	-	-	-	
Female													
Percent Difference	-3.5%	-1.0%	-2.4%	-	-	-	-	-	-	-	-	-	
Index	0.0	0.0	0.0	-	-	-	-	-	-	-	-	-	
Operatives													
Total, both sexes													
Percent Difference	0.0%	-16.3%	5.1%	-	11.3%	-	-	-	-	-	-	-	*69.1%*
Index	100.0	78.1	120.4	-	3876.0	-	-	-	-	-	-	-	*2769.3*
Male													
Percent Difference	-11.9%	-21.2%	0.1%	-	9.3%	-	-	-	-	-	-	-	
Index	83.1	58.8	100.6	-	-	-	-	-	-	-	-	-	
Female													
Percent Difference	12.3%	4.5%	5.4%	-	2.0%	-	-	-	-	-	-	-	
Index	141.4	119.0	187.5	-	775.2	-	-	-	-	-	-	-	
Laborers and helpers													
Total, both sexes													
Percent Difference	-100.0%	-70.1%	-24.0%	-2.4%	-2.4%	-	-	-	-1.1%	-	-	-	*-4.9%*
Index	0.0	0.0	0.0	0.0	0.0	-	-	-	0.0	-	-	-	*0.0*
Male													
Percent Difference	-83.8%	-62.8%	-16.2%	-2.4%	-2.4%	-	-	-	-	-	-	-	
Index	0.0	0.0	0.0	0.0	0.0	-	-	-	-	-	-	-	
Female													
Percent Difference	-16.5%	-7.6%	-7.8%	-	-	-	-	-	-1.1%	-	-	-	
Index	0.0	0.0	0.0	-	-	-	-	-	0.0	-	-	-	
Service workers													
Total, both sexes													
Percent Difference	-100.0%	-62.9%	-28.9%	-0.1%	-4.1%	-2.6%	-0.1%	-0.1%	-0.5%	-0.4%	-	-0.3%	*-16.2%*
Index	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	0.0	*0.0*
Male													
Percent Difference	-54.7%	-36.1%	-13.0%	-0.1%	-3.0%	-1.3%	-0.1%	-0.1%	-0.5%	-0.4%	-	-0.1%	
Index	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	0.0	
Female													
Percent Difference	-45.3%	-26.8%	-15.9%	-	-1.2%	-1.2%	-	-	-	-	-	-0.1%	
Index	0.0	0.0	0.0	-	0.0	0.0	-	-	-	-	-	0.0	
Race Breakdown Totals													
Total, both sexes													
Percent Difference	0.0%	5.9%	-9.0%	-0.4%	5.7%	-1.4%	0.0%	-0.1%	-0.3%	-0.1%	-	-0.4%	
Index	100.0	112.4	81.1	0.0	317.1	0.0	0.0	0.0	0.0	0.0	-	0.0	
Male													
Percent Difference	8.5%	1.7%	2.7%	-0.3%	5.3%	-0.5%	0.0%	0.0%	-0.1%	-0.1%	-	-0.2%	
Index	116.5	106.5	112.3	0.0	504.8	0.0	0.0	0.0	0.0	0.0	-	0.0	
Female													
Percent Difference	-8.5%	4.2%	-11.7%	-0.1%	0.4%	-0.9%	0.0%	0.0%	-0.2%	0.0%	-	-0.2%	
Index	82.4	120.0	53.3	0.0	128.5	0.0	0.0	0.0	0.0	0.0	-	0.0	

GOALS

1. **Increase White females' representation. Our White females represent only 13.3% of our workforce which is 53.3% of the market average.**

2. **Increase Hispanic/Latino representation in the Officials and Managers functions.**

3. **Increase female representation in all job functions.**

4. **Increase our American Indian participation in the Officials and Managers functions.**

5. **We are fully committed to embracing diversity and inclusion in all aspects of our operation. Our Diversity and Inclusion Goal:**
   - **We aspire to developing a workforce that reflects the changing Labor Market and continue to build a multicultural and diverse team by embracing other minorities in the Labor Market such as African Americans and Asians.**

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: November 6, 2015

Agenda Item - F

Title: Discussion of the Demand Response ADA / Paratransit Performance Measures for use for paratransit management and for reporting to the Board.

Prepared By: Mike Kelly, Transit Operations and Facilities Director

Summary: The proposed Demand Response ADA / Paratransit Performance Measures are for discussion by the Board for future use by staff as a management tool for paratransit operations and for reporting to the Board.

Background - The NCRTD has been tracking and reporting performance measures since the beginning of its operations in 2007. This information has been reported to the NMDOT to support 5311 and 5316 federal grant funding under MAP 21 and also have been reported to the Board on a monthly basis. These measures are used as a management tool to evaluate the strengths and weaknesses of transit operations and to make any necessary adjustments where needed in order to provide efficient service. Some of the adjustments can be met by making modifications within operations while others are dependent of future budgets and other or new funding sources.

One of the current sources available to the District is the Federal 5310 grant funding. This is capital funding for equipment used in providing service to people with disabilities, commonly known as paratransit services or ADA service. These are complimentary services to fixed route transit systems that provide rides, origin to destination, for people with disabilities who are unable to utilize the fixed route system based on their disability. There is an eligibility process and requirement to schedule a ride ahead of time with the District. These are covered in the District's ADA Policy. In the future it will be necessary to track the demand response / ADA

performance measures separately from the total operations performance measures that are currently being reported to the Board on a monthly basis.

The performance measures range from:

1. Demand Response Administrative:
   A. Ridership, All Demand Response Routes
   B. Ridership, Demand Response Paratransit
   C. Demand Response Operational Cost
   D. Cost Per Mile
   E. Cost Per Trip

2. Paratransit Operations
   A. Cancellations
   B. Late Cancellations
   C. No-Shows
   D. On-Time Performance
   E. Trip Length

3. Customer Relations:
   A. Complaints
   B. Incidents

Transit agencies have separate dedicated ADA paratransit programs to provide these services. Performance measures are simply tracked as they are part and parcel of the whole ADA paratransit program. The district is unique in that it, has since the beginning and to date, provided paratransit service within its demand response program to the general public. This service has only been provided within a 15 mile radius of the Espanola Park and Ride and only within Rio Arriba County. Also, with the inception of the Transit Plan Update, modifications have been made to fixed routes to provide ADA services (rides) to eligible riders by flexing up to ¾ of a mile off of a fixed route. The recently consolidation of the of the Town of Taos' Chile Line with the NCRTD also has a paratransit service. Formerly called the Handi-Van and now has been renamed the Chile Ride. This service operates up to a ¾ mile radius of the Chile Line Red route in Taos. The new computer aided dispatch (CAD) software program tracks the demand response trip information and is able to query a variety of reports. This system is currently installed and operating on existing NCRTD transit vehicles and will be installed on the Taos Chile Line and Chile Ride vehicles in the future. The challenge to the District is that the ADA paratransit information is imbedded within the demand response general public service and is currently difficult to extract. Staff will continue to familiarize itself with the abilities of the CAD program, and will continue to work with the Finance Department to better hone the delineation of paratransit expenses with associated data to further refine performance measures.

Recommend Action: – N/A Informational Items

Options/Alternatives:

- Do Nothing (Not Recommended) or
- Approve Demand Response ADA / Paratransit Performance Measures (Recommended) or
- Give further direction to staff to make changes and return for approval.

Fiscal Impact: N/A

Attachment: Draft Demand Response / ADA Paratransit Performance Measures

PARATRANSIT
Performance Measures

for

Fiscal Year 2016

September 2015

DEMAND RESPONSE / PARATRANSIT
Performance Measures for
Fiscal Year 2015

The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives."
The report data collected is grouped into 3 areas: Demand Response Administrative, Paratransit Operations and Customer Relations:

1. **Demand Response Administrative:**
   - **A. Ridership, All Demand Response Routes**
   - **B. Ridership, Demand Response Paratransit**
   - **C. Demand Response Operational Cost**
   - **D. Cost Per Mile**
   - **E. Cost Per Trip**

2. **Paratransit Operations**
   - **A. Cancellations**
   - **B. Late Cancellations**
   - **C. No-Shows**
   - **D. On-Time Performance**

E. Trip Length

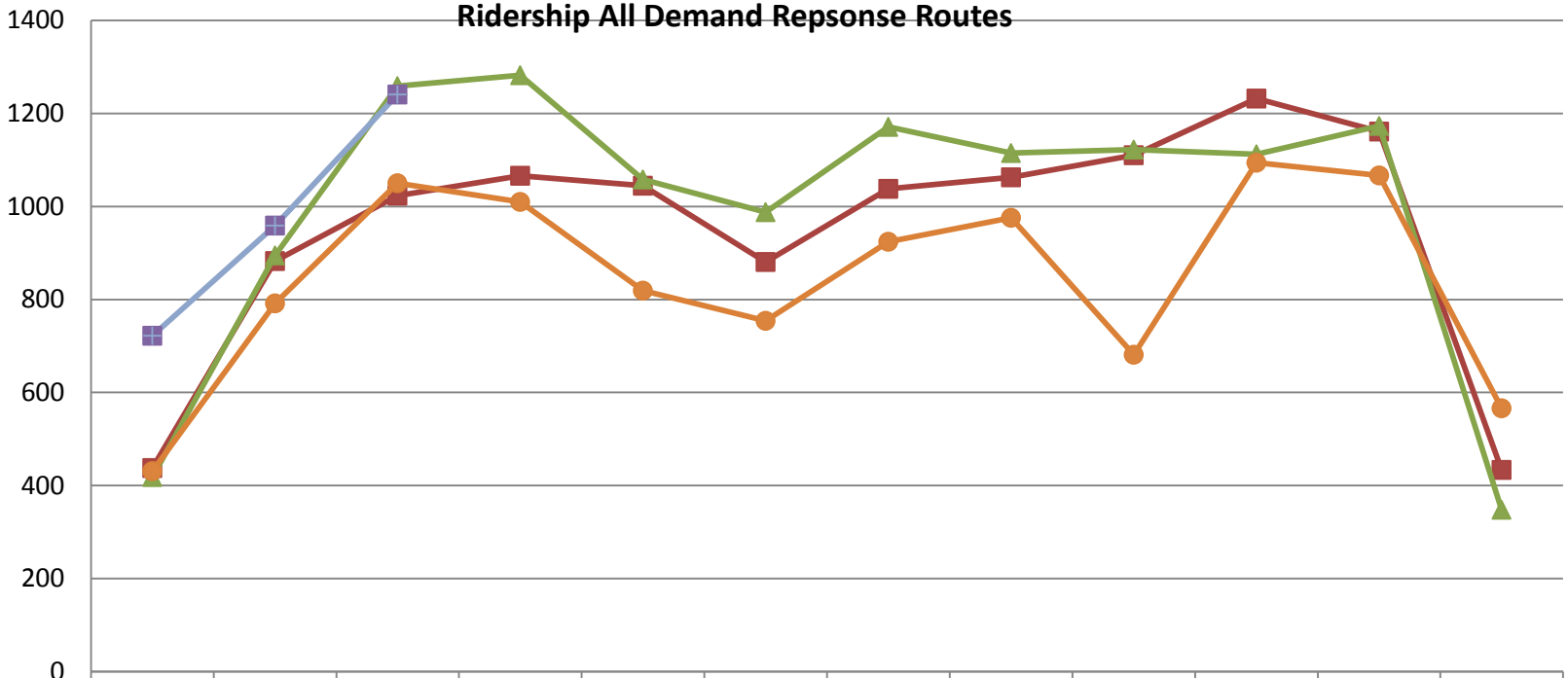
3. **Customer Relations:**
   - **A. Complaints**
   - **B. Incidents**

The closest peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable to cost per mile. Their percentage of Demand Response trips are 46% of their total ridership, higher than NCRTD's at 4.7%, showing a considerable spread on the cost per trip. The FTA benchmarking data used originates from the Rural Transit Fact Book 2014. The data is for 2012 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

Performance Measure - Administrative:

Ridership Tracking of All Demand Response Routes

This measurement tracks the number of rides (trips) taken each month on all the demand response routes within the district. This graph shows the NCRTD demand response ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand.



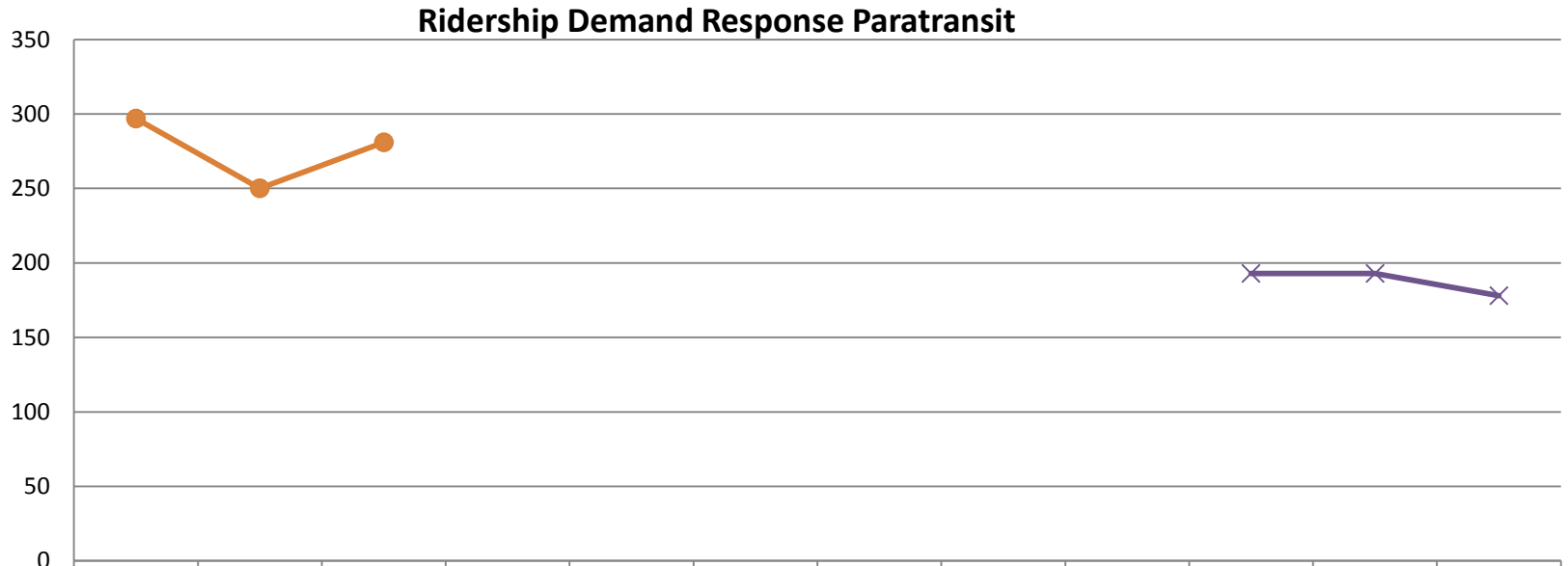
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 12-13	438	883	1,023	1,066	1,045	881	1,038	1,063	1,110	1,232	1,161	434
FY 13-14	418	895	1,259	1,282	1,058	988	1,171	1,115	1,122	1,112	1,173	348
FY 14-15	431	792	1,050	1,010	819	754	924	976	681	1,094	1,067	566
FY 15-16	722	959	1,241									

YEAR TO DATE: FY 15-16 **2922** FY 14-15 **2273** FY 13-14 **2572** FY 12-13 **2344**

Performance Measure - Administrative:

Ridership Tracking of Demand Response / ADA Paratransit Trips

This ridership data represents the number of ADA paratransit trips that occurred each month within the demand response routes. This also includes any ADA eligible trips that occurred on the fixed/flex routes. Please note that this an incomplete chart at this time will be updated as ADA Paratransit ridership can be mined from the historical data.



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 12-13												
FY 13-14												
FY 14-15										193	193	178
FY 15-16	297	250	281									

YEAR TO DATE: FY 15-16 **828**

Monthly Demand Response & ADA Paratransit Operational Costs

The NCRTD's Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the operational costs to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. The operating budget for demand response is 6.97% of the overall operating budget. Each month's operating expenditures are calculated at 6.97% to acquire a crude demand response share. That share is then calculated to a percentage of the actual ADA trips for the month to determine a cost for paratransit. This number will be used to calculate cost per mile and cost per trip.

Monthly Demand Response & ADA Paratransit Operational Cost FY 14- 15

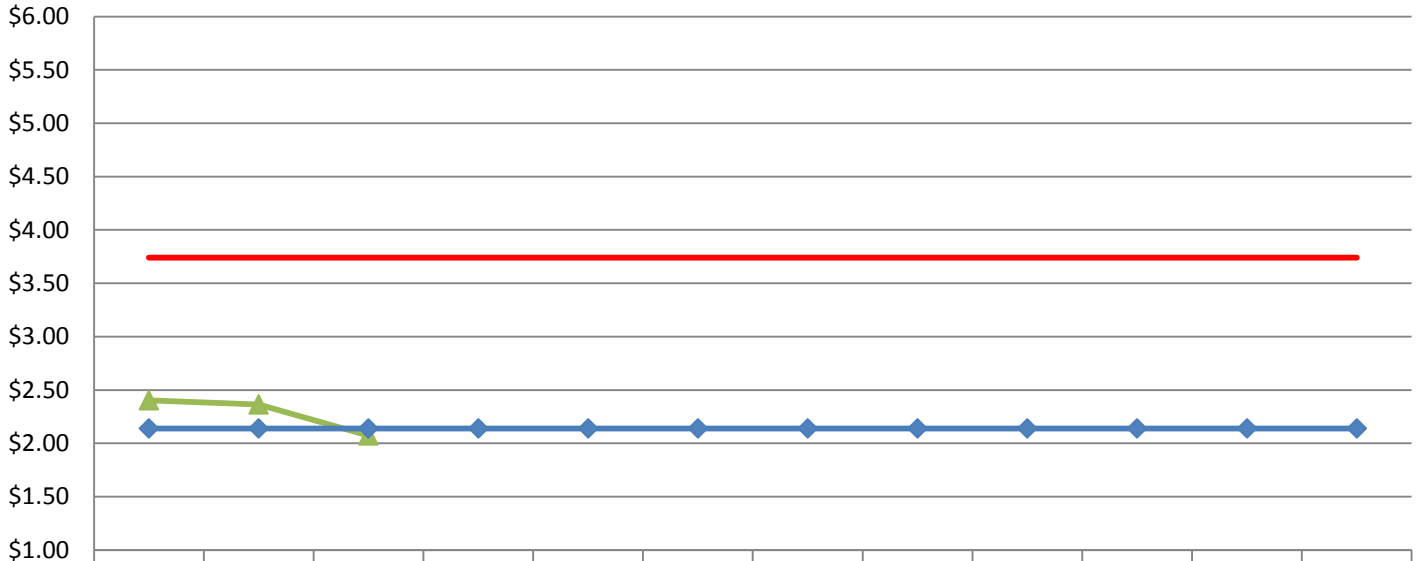
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Total Operations	$197,484	$249,820	$372,007									
Demand Ops	$13,765	$17,412	$25,929									
Paratransit Cost	$5,663	$4,527	$5,445	$0	$0	$0	$0	$0	$0	$0	$0	$0

YEAR TO DATE: FY 15-16 **$15,635**

Paratransit Operational Cost per Vehicle Mile

The Paratransit Cost per vehicle mile is the total operating costs per month in relation to the percentage of ADA vehicle miles per month traveled . The mileage data is logged daily for each route and compiled into a monthly report. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District's demand response paratransit route operations. This measurement is a beneficial tool for the planning and operation's departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 and 5310 funding. The peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable. Data from the 2014 Rural Transit Data Fact Book with data from 2012, specifically FTA's District 6 (our district) annual cost per trip is included as a benchmark.

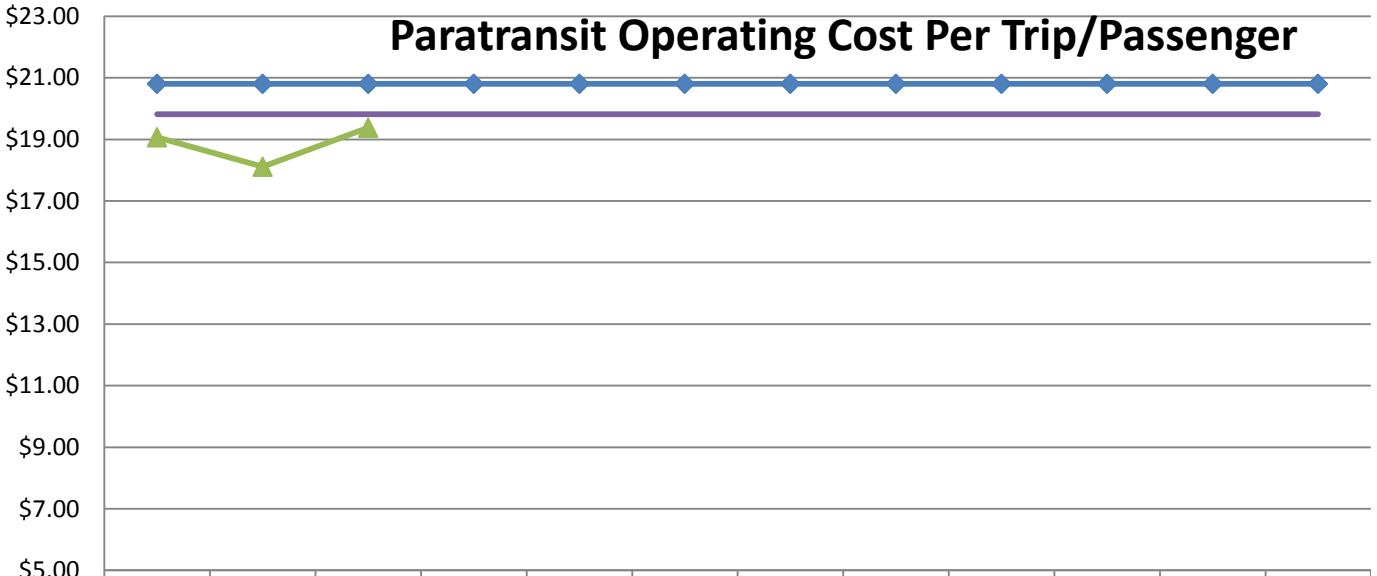
Paratransit Operating Cost Per Vehicle Mile



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Mile	$2.40	$2.36	$2.07									
Sandoval/Valencia County	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74	$3.74
Region 6 Total Cost Per Mile	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14	$2.14

Paratransit Operating Cost per Trip

The paratransit cost per trip is computed on a monthly basis by dividing the paratransit monthly operating costs from the paratransit cost (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 and 5310 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes.. The peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable . Data from the 2014 Rural Transit Data Fact Book with data from 2012, specifically FTA's District 6 (our district) annual cost per trip is included as a benchmark.



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Trip	$19.07	$18.11	$19.38									
Sandoval/Valencia County	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82	$19.82
Region 6 Total Cost Per Trip	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80	$20.80

Cancellations, Late Cancellations and No-Shows

Cancellations, Late Cancellations and No-shows by the paratransit rider are tracked as a performance measure. A late cancellation (cancelled within 2 hours of the scheduled trip) is counted as a No-Show. When a rider has accumulated 3 No-Shows in a 30 day period, he/she may be subject to a 30 day suspension of service.

Cancellations = 9, **Late Cancellations = 1,** **No-shows = 4**

On Time Performance and Trip Length tracked for scheduling and driver performance. On-Time performance is considered on-time from 10 minutes before to 20 minutes after the scheduled pickup time for the scheduled ride. This is reflected in the percentages of total trips that were early, late and on time. The performance goal for this measure is to attain 90% On-time.

Early = 37.42% **On Time = 62.01%** **Late = .57%**

Trip length is measured to determine the average trip length riders are on the bus during their trip as the rides are shared with other rider's pick up and drop offs. This is considered acceptable when ride time is not longer than twice the time it would take to make the ride on a fixed route bus. The average trip time on comparable fixed routes is 15 minutes.

Average Trip Length Per Client = 19.72 Minutes, 7.3 Miles

Performance Measure – Customer Relations:

Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorize by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

NONE

Performance Measure – Customer Relations:

Complaints per Month

FY 14-15 Number of Complaints

	Total	Scheduling Issues	Driver Performance	CSR/Dispatch	Miscellaneous*	Percent VS Ridership
July	0					
August	0					
Sept	0					
Oct						
Nov						
Dec						
January						
Feb						
March						
April						
May						
June						
Total	0	0	0	0	0	

Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

1. Demand - Driver picked up rider and rider was unaware of fare for trip and said they would pay when pick up for her return trip. Dispatch authorized ride at that point. Upon arrival for return trip, she was a no show but driver saw her leaving in her father's truck.

Customer Incidents

FY 14-15 Number of Customer Incidents

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	2				2	0.67%
Aug	1				1	0.40%
Sept	0			1		0.40%
Oct	0					
Nov	0					
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
Total	3	0	0	0	3	

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: November 6, 2015

Agenda Item - G

Title: Quarterly Investment Report

Prepared By: Troy Bingham, Finance Director

Background:

NCRTD participates in the LGIP government investment fund and other Certificate of Deposits (CDs) from local FDIC or NCUA insured institutions in New Mexico. The total cash balance of the investment portfolio is $7,763,961, which includes the NCRTD operating account of $2,001,425.

Summary:

- As of September 30, 2015, the total investment in CDs inclusive of interest revenue was $4,086,166.
- Total earnings from interest totals $4,829 for FY2016 thru September 30, 2015.
- The average rate of return is .27% for the Investment Portfolio.
- The highest earned income is .75% with US New Mexico FCU earning the district a total of $181 in interest for approximately 1 month.
- The current quarter from July through September of 2015 earned a total of $4,829 in interest.

	Amount Invested YTD	Earnings	% of portfolio
Operating Acct.	$ 2,001,425	199.21	26%
LGIP	$ 1,676,370	589.60	22%
6-8 month CD	$ 251,701	285.26	3%
12 month CD	$ 3,834,465	3,754.48	49%
Total	**$ 7,763,960.66**	**4,828.55**	

The District investment strategy is passive. Given this strategy, NCRTD has determined the market yields are being achieved by comparing the average District portfolio yield to the one-year U.S. Treasury Bill. As of September 30, 2015 the one-year treasury rate was .33%, the District is averaging a rate of return at .27%

Recommended Action:

It is recommended that the Board of Directors discuss and review the information presented in relation to the LGIP and the Certificate of Deposit Investment report and move to accept as presented.

Options/Alternatives:

1. Take no action; or
2. Endorse the Quarterly Investment report (recommended).

Fiscal Impact:

None

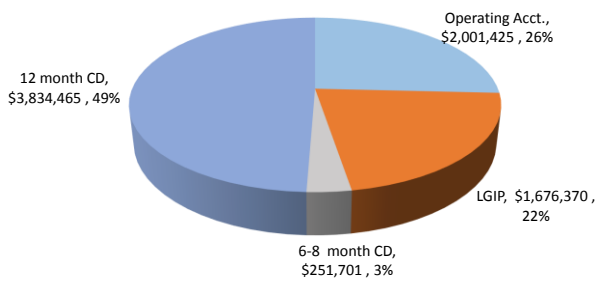
Attachments:

Investment Portfolio Report as of September 30, 2015

North Central Regional Transit District
Investment Portfolio
30-Sep-15

	Date opened	Term / months	Expiration Date	Rate	Amount invested	Earnings 7-1-2015 thru 9-30-2015	Earnings 10-1-2015 thru 12-31-2015	Earnings 1-1-16 thru 3-31-16	Earnings 4-1-16 thru 6-30-16	YTD Total Earnings	Investment Balance
12 months											
Los Alamos National Bank	7/4/2014	12	7/4/2016	0.40%	251,086.69	253.24				253.24	251,339.93
Los Alamos National Bank	8/3/2014	12	8/3/2016	0.40%	251,094.42	253.25				253.25	251,347.67
US Eagle FCU	8/26/2015	12	8/26/2016	**0.75%**	245,000.00	181.30				181.30	245,181.30
First National Bank of Santa Fe	8/26/2015	12	8/26/2016	**0.45%**	245,000.00	108.74				108.74	245,108.74
Los Alamos National Bank	9/2/2014	12	9/2/2016	0.40%	251,060.84	250.46				250.46	251,311.30
Los Alamos National Bank	10/2/2014	12	10/2/2015	0.40%	251,102.30	253.25				253.25	251,355.55
Los Alamos National Bank	11/1/2014	12	11/1/2015	0.40%	251,078.76	253.23				253.23	251,331.99
Los Alamos National Bank	12/1/2014	12	12/1/2015	0.40%	251,151.09	253.30				253.30	251,404.39
Los Alamos National Bank	12/31/2014	12	12/31/2015	0.40%	251,220.69	253.37				253.37	251,474.06
Los Alamos National Bank	1/30/2015	12	1/30/2016	0.40%	251,323.96	253.48				253.48	251,577.44
Washington Federal Bank	2/27/2015	12	2/27/2016	0.40%	251,332.29	253.53				253.53	251,585.82
State Employees Credit Union	2/28/2015	12	2/28/2016	**0.55%**	251,894.02	349.13				349.13	252,243.15
Los Alamos National Bank	3/6/2015	12	3/6/2016	0.40%	577,239.91	582.18				582.18	577,822.09
	4/1/2015										
	5/1/2015				-						-
Los Alamos National Bank	6/4/2015	12	6/4/2016	0.40%	251,125.61	256.02				256.02	251,381.63
	12 Month/Total		***Average rate***	**0.44%**	**$ 3,830,710.58**	**3,754.48**	-	-	-	**$ 3,754.48**	**$ 3,834,465.06**
6-8 months											
Guadalupe CU	4/28/2015	7	11/29/2015	**0.45%**	251,415.29	285.26				285.26	251,700.55
	6-8 Month/Total		***Average rate***	**0.45%**	**251,415.29**	**285.26**	-	-	-	**285.26**	**251,700.55**
CD Investments					**4,082,125.87**	**4,039.74**	-	-	-	**4,039.74**	**4,086,165.61**
State of New Mexico Office of the Treasurer			LGIP	0.13%	1,675,780.66	589.60				589.60	1,676,370.26
Los Alamos National Bank			Operating Acct.	0.05%	2,001,225.58	199.21				199.21	2,001,424.79
Short term Investments					**3,677,006.24**	**788.81**	-	-	-	**788.81**	**3,677,795.05**
					$ 7,759,132.11	**4,828.55**	-	-	-	**4,828.55**	**7,763,960.66**

Investment Portfolio by Duration



	Amount Invested YTD	Earnings	% of portfolio
Operating Acct.	$ 2,001,425	199.21	26%
LGIP	$ 1,676,370	589.60	22%
6-8 month CD	$ 251,701	285.26	3%
12 month CD	$ 3,834,465	3,754.48	49%
Total	**$ 7,763,960.66**	**4,828.55**	

Average Rate of Return	0.27%
Average Length of Maturity (months)	6.3
Approximate Treasury Security Return for 6.3 months	0.08% - 0.33%

North Central Regional Transit District
Financial Summary
As of September 30, 2015

Summary:
The North Central Regional Transit District (NCRTD) is currently reporting the third month of financial activity. The expenses/revenues that should be reported for the period through September 30, 2015, which represents 25% of the budget.

The monthly budget figures for the federal grant revenues and expenditure figures from the charts/tables have been divided using a straight-line method (1/12 increments). The GRT monthly budget figures are allocated utilizing trends from the last six fiscal years. NCRTD reports financials that follow GAAFR (Governmental Accounting, Auditing, and Financial Reporting). The charts/tables compare the current year revenues and expenditures to the previous year.

Financial Highlights

Revenue:
As of September 30, 2015, total revenues of $835,683 have been received, which is 7.4% of budgeted revenues. NCRTD has $666,453 of GRT from July and $19,410 of Federal grant revenues to report for the month of September 2015. There is a three month lag in receiving federal funds, due to the fact, the funds have to be spent before reimbursement.

Expenditures:
As of September 30, 2015, NCRTD recognized expenditures totaling $1,130,683 which is 9% of total budgeted expenditures.

Of which $249,172 was spent in August, $75,888 was in Administration, $173,284 in Operations and $0 in Capital Outlay. Administration has spent 22.4%, Operations 9.3% and Capital Outlay 0.2% of its budgets year to date.

Other Matters:

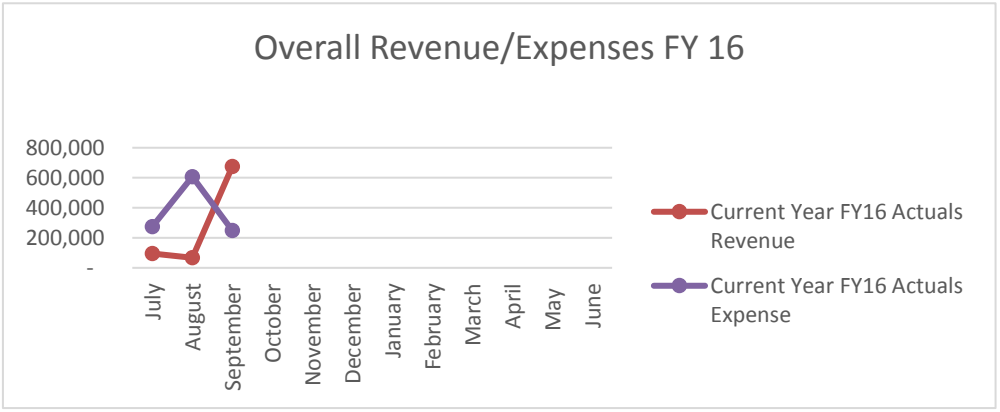
N/A

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

NCRTD Revenue and Expenses vs. Budget

As of September 30, 2015



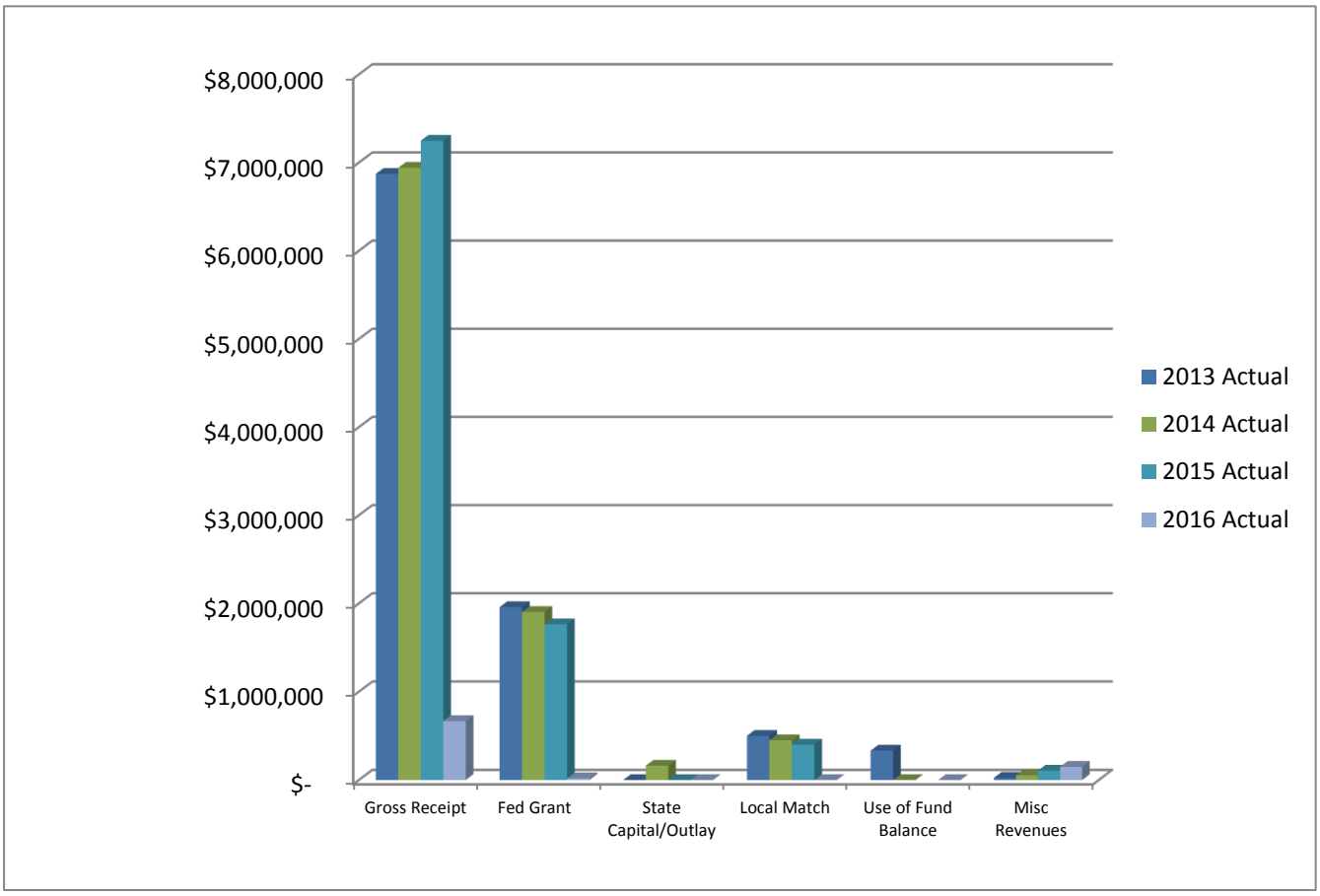
	Budget Revenue FY16	Current Year FY16 Actuals Revenue	Budget Expenses FY16	Current Year FY16 Actuals Expense
July	935,945	94,428	935,945	273,848
August	935,945	66,895	935,945	607,663
Septembe	935,945	674,360	935,945	249,172
October	935,945		935,945	
November	935,945		935,945	
December	935,945		935,945	
January	935,945		935,945	
February	935,945		935,945	
March	935,945		935,945	
April	935,945		935,945	
May	935,945		935,945	
June	935,945		935,945	
Totals	$ 11,231,339	$ 835,683	$ 11,231,339	$ 1,130,683

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

NCRTD Revenue by Sources

As of September 30, 2015



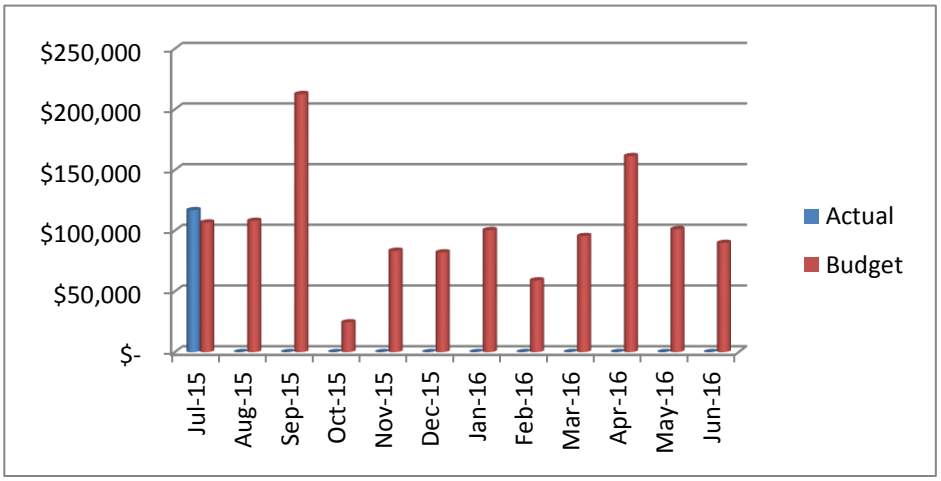
	2013 Actual	2014 Budget	2014 Actual	2015 Actual	2016 Budget	2016 Actual	% of Actual vs budget
Gross Receipt	$ 6,871,271	$ 6,757,529	$ 6,941,122	$ 7,247,360	$ 6,903,500	$ 666,453	9.7%
Fed Grant	$ 1,957,128	$ 2,198,429	$ 1,902,036	$ 1,762,384	$ 2,937,590	$ 19,410	0.7%
State Capital/Outlay	$ -	$ 170,000	$ 161,188	$ -	$ -	$ -	0.0%
Local Match	$ 500,000	$ 450,000	$ 450,000	$ 400,000	$ 350,000	$ -	0.0%
Use of Fund Balance	$ 333,000		$ -		$ 516,609	$ -	0.0%
Misc Revenues	$ 24,312	$ 60,500	$ 53,637	$ 105,967	$ 523,640	$ 149,820	28.6%
TOTAL	$ 9,685,711	$ 9,636,458	$ 9,507,983	$ 9,515,711	$ 11,231,339	$ 835,683	7.4%

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Gross Receipts Revenue By County

LOS ALAMOS COUNTY



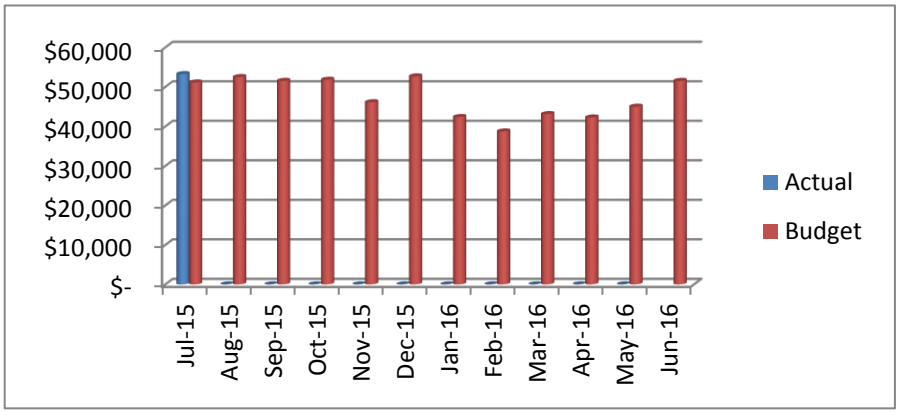
Date Received		Actual		Budget	of Monthly Budget
Jul-15	$	116,870	$	106,697	110%
Aug-15	$	-	$	108,045	0%
Sep-15	$	-	$	212,660	0%
Oct-15	$	-	$	24,500	0%
Nov-15	$	-	$	83,423	0%
Dec-15	$	-	$	82,075	0%
Jan-16	$	-	$	100,450	0%
Feb-16	$	-	$	59,045	0%
Mar-16	$	-	$	95,550	0%
Apr-16	$	-	$	161,455	0%
May-16	$	-	$	101,185	0%
Jun-16	$	-	$	89,915	0%
YTD Total	$	116,870	$	1,225,000	10%

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Gross Receipts Revenue By County

RIO ARRIBA COUNTY



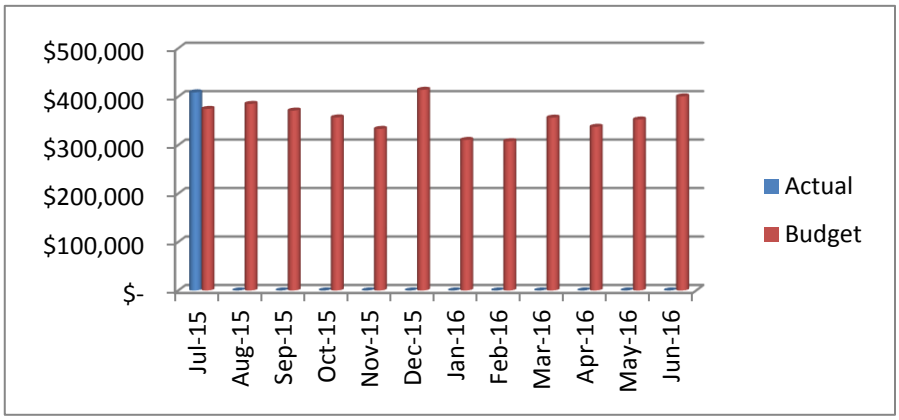
Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-15	$ 53,233	$ 51,108	104%
Aug-15	$ -	$ 52,473	0%
Sep-15	$ -	$ 51,506	0%
Oct-15	$ -	$ 51,790	0%
Nov-15	$ -	$ 46,105	0%
Dec-15	$ -	$ 52,643	0%
Jan-16	$ -	$ 42,353	0%
Feb-16	$ -	$ 38,715	0%
Mar-16	$ -	$ 43,092	0%
Apr-16	$ -	$ 42,240	0%
May-16	$ -	$ 44,968	0%
Jun-16		$ 51,506	0%
YTD Total	$ 53,233	$ 568,500	9%

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Gross Receipts Revenue By County

SANTA FE COUNTY



Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-15	$ 408,793	$ 374,530	109%
Aug-15	$ -	$ 384,850	0%
Sep-15	$ -	$ 371,090	0%
Oct-15	$ -	$ 356,900	0%
Nov-15	$ -	$ 333,250	0%
Dec-15	$ -	$ 414,090	0%
Jan-16	$ -	$ 310,460	0%
Feb-16	$ -	$ 307,880	0%
Mar-16	$ -	$ 356,470	0%
Apr-16	$ -	$ 337,550	0%
May-16	$ -	$ 352,600	0%
Jun-16	$ -	$ 400,330	0%
YTD Total	$ 408,793	$ 4,300,000	10%

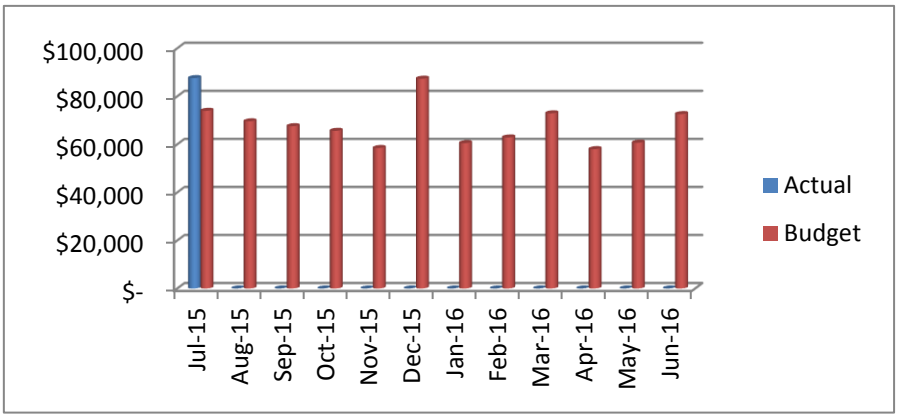
** Note one-half of the SF County GRT is allocated to Rio Metro

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Gross Receipts Revenue By County

TAOS COUNTY

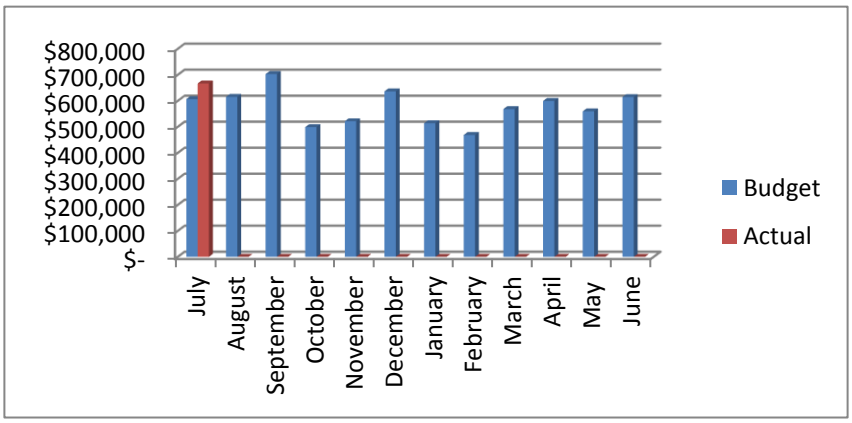


Date Received		Actual		Budget	% of Monthly Budget
Jul-15	$	87,557	$	73,953	118%
Aug-15	$	-	$	69,579	0%
Sep-15	$	-	$	67,554	0%
Oct-15	$	-	$	65,610	0%
Nov-15	$	-	$	58,482	0%
Dec-15	$	-	$	87,318	0%
Jan-16	$	-	$	60,507	0%
Feb-16	$	-	$	62,856	0%
Mar-16	$	-	$	72,900	0%
Apr-16	$	-	$	57,996	0%
May-16	$	-	$	60,669	0%
Jun-16	$	-	$	72,576	0%
YTD Total	$	87,557	$	810,000	11%

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Gross Receipts Revenue Thru September 30, 2015



Budget to Actual FY2016

	Budget	Actual	Actual Revenue % of Monthly Budget
July	$ 606,288	$ 666,453	110%
August	$ 614,947	$ -	0%
September	$ 702,810	$ -	0%
October	$ 498,800	$ -	0%
November	$ 521,260	$ -	0%
December	$ 636,126	$ -	0%
January	$ 513,770	$ -	0%
February	$ 468,496	$ -	0%
March	$ 568,012	$ -	0%
April	$ 599,241	$ -	0%
May	$ 559,422	$ -	0%
June	$ 614,327	$ -	0%
	$ 6,903,500	**$ 666,453**	**10%**

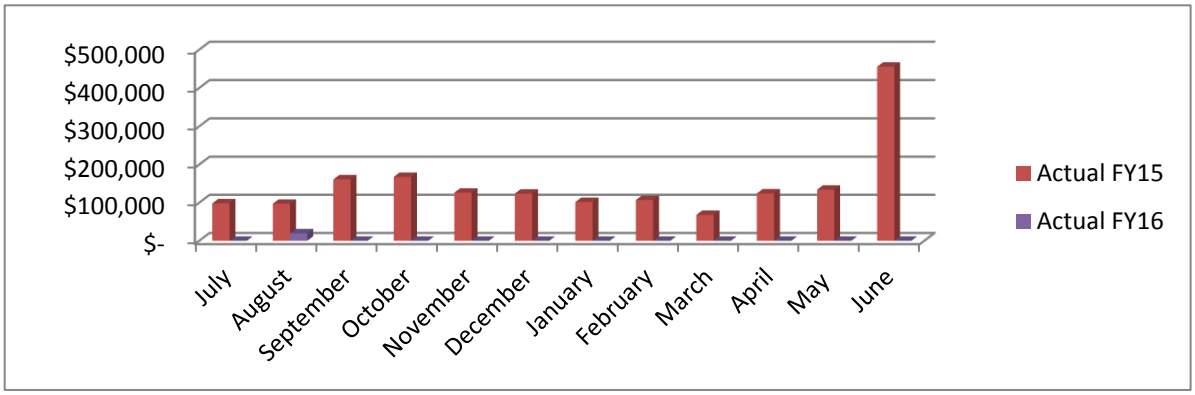
Prior Year vs. Current Year

	Prior Year FY2015	Current Year FY2016	Inc/Dec from Prior Year to Current Year
July	$ 640,624	$ 666,453	$ 25,829
August	$ 586,498	$ -	$ (586,498)
September	$ 711,747	$ -	$ (711,747)
October	$ 524,099	$ -	$ (524,099)
November	$ 524,404	$ -	$ (524,404)
December	$ 658,103	$ -	$ (658,103)
January	$ 557,752	$ -	$ (557,752)
February	$ 442,578	$ -	$ (442,578)
March	$ 568,669	$ -	$ (568,669)
April	$ 725,956	$ -	$ (725,956)
May	$ 602,505	$ -	$ (602,505)
June	$ 704,185	$ -	$ (704,185)
	$ 7,247,120	**$ 666,453**	**$ (6,580,667)**

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Grant Revenue



Budget to Actual FY2015

	Actual FY15	Budget FY16	Actual FY16	Actual Revenue % of Monthly Budget
July	$ 98,061	$ 244,799	$ -	0%
August	$ 96,946	$ 244,799	$ 19,410	8%
September	$ 160,962	$ 244,799	$ -	0%
October	$ 167,516	$ 244,799	$ -	0%
November	$ 126,083	$ 244,799	$ -	0%
December	$ 123,492	$ 244,799	$ -	0%
January	$ 101,591	$ 244,799	$ -	0%
February	$ 106,716	$ 244,799	$ -	0%
March	$ 67,879	$ 244,799	$ -	0%
April	$ 124,015	$ 244,799	$ -	0%
May	$ 133,931	$ 244,799	$ -	0%
June	$ 455,192	$ 244,799	$ -	0%
	$ 1,762,384	**$ 2,937,590**	**$ 19,410**	1%

Prior Year vs. Current Year

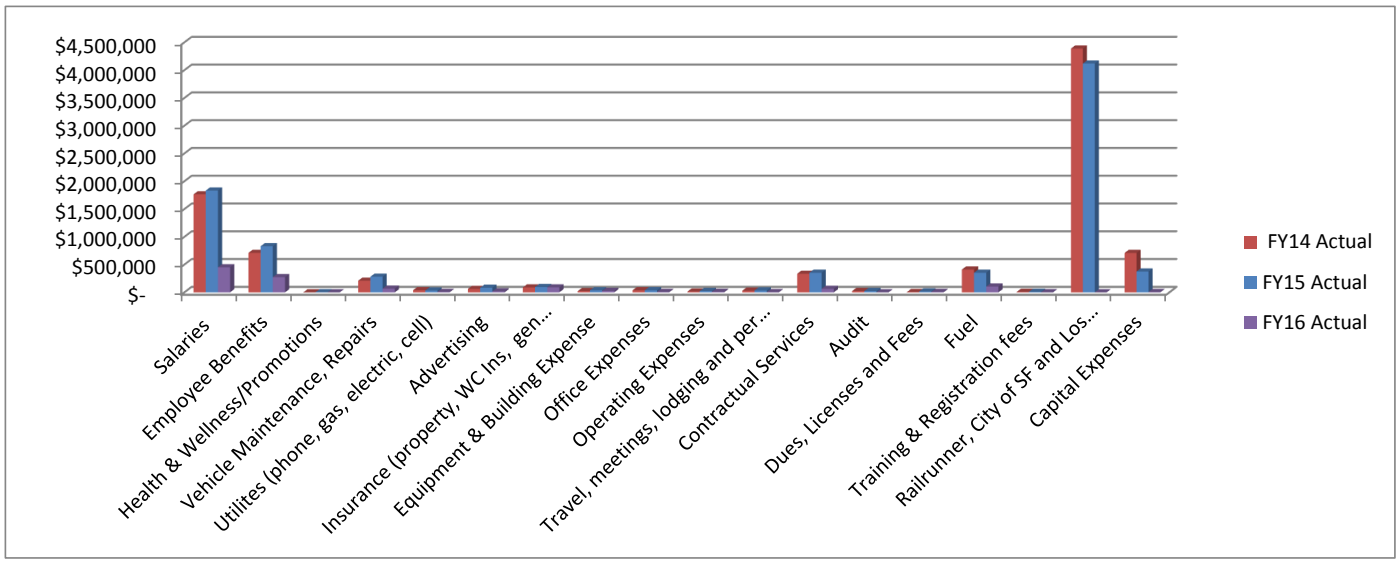
	Actual FY2014	Actual FY2015	Actual FY2016	Inc/(Dec) from Prior Year to Current Year
July	$ 81,096	$ 98,061	$ -	$ (98,061)
August	$ 127,744	$ 96,946	$ 19,410	$ (77,536)
September	$ 195,614	$ 160,962	$ -	$ (160,962)
October	$ 113,711	$ 167,516	$ -	$ (167,516)
November	$ 150,353	$ 126,083	$ -	$ (126,083)
December	$ 102,402	$ 123,492	$ -	$ (123,492)
January	$ 112,085	$ 101,591	$ -	$ (101,591)
February	$ 123,056	$ 106,716	$ -	$ (106,716)
March	$ 221,112	$ 67,879	$ -	$ (67,879)
April	$ 221,326	$ 124,015	$ -	$ (124,015)
May	$ 137,177	$ 133,931	$ -	$ (133,931)
June	$ 316,361	$ 455,192	$ -	$ (455,192)
	$ 1,902,037	**$ 1,762,384**	**$ 19,410**	**$ (1,742,974)**

MONTHLY BOARD REPORT

NCRTD Expenses by Type

As of September 30, 2015

Year to Date Budget Variance 25%



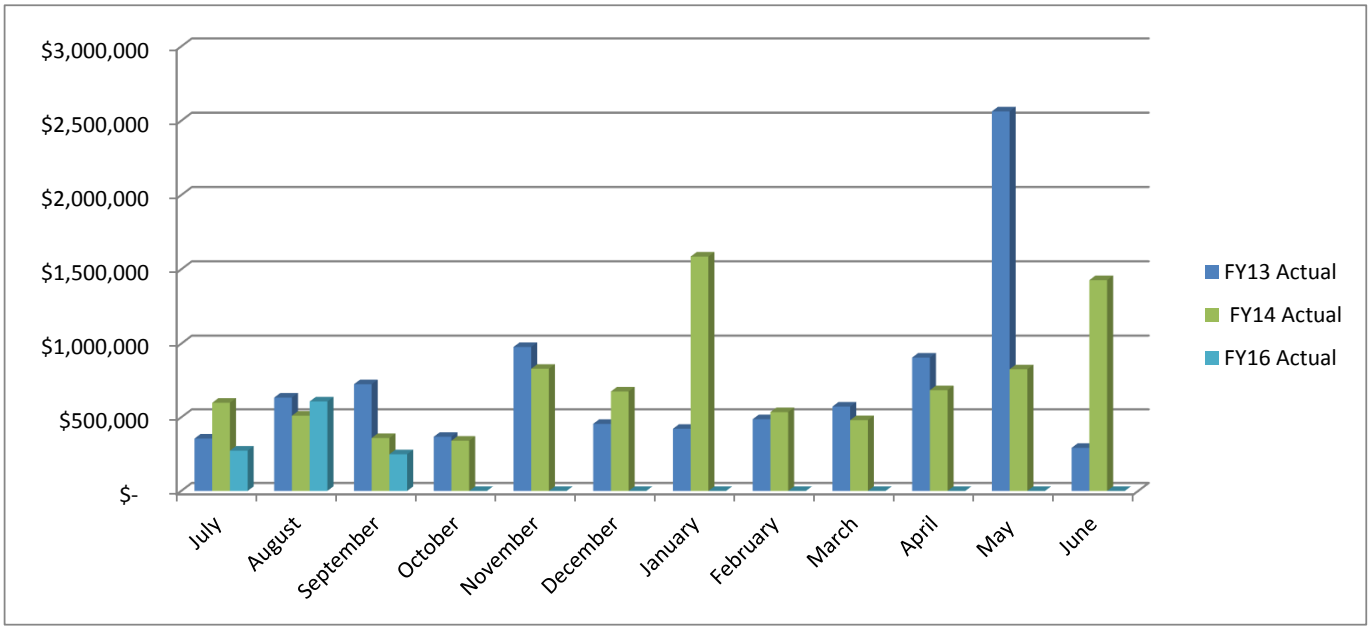
Comparative Expenses by Type

		FY14 Actual	FY15 Actual	Budget FY16	FY16 Actual	Year to Date Budget Variance
1	Salaries	$ 1,764,308	$ 1,831,697	$ 2,773,718	$ 450,329	16.2%
2	Employee Benefits	$ 709,864	$ 830,082	$ 1,245,195	$ 273,697	22.0%
3	Health & Wellness/Promotions	$ -	$ 2,555	$ 7,500	$ 78	1.0%
4	Vehicle Maintenance, Repairs	$ 209,623	$ 281,344	$ 260,700	$ 66,495	25.5%
5	Utilites (phone, gas, electric, cell)	$ 38,486	$ 33,084	$ 51,751	$ 7,544	14.6%
6	Advertising	$ 61,715	$ 82,687	$ 100,842	$ 17,368	17.2%
7	Insurance (property, WC Ins, gen liab, vehicle, civ	$ 87,589	$ 95,406	$ 115,196	$ 88,430	76.8%
8	Equipment & Building Expense	$ 22,181	$ 36,443	$ 76,735	$ 26,018	33.9%
9	Office Expenses	$ 36,948	$ 37,336	$ 67,163	$ 7,131	10.6%
10	Operating Expenses	$ 15,024	$ 22,812	$ 23,820	$ 9,241	38.8%
11	Travel, meetings, lodging and per diem	$ 30,111	$ 34,092	$ 41,245	$ 2,840	6.9%
12	Contractual Services	$ 333,948	$ 352,779	$ 369,603	$ 62,956	17.0%
13	Audit	$ 23,219	$ 23,433	$ 27,000	$ 619	2.3%
14	Dues, Licenses and Fees	$ 5,826	$ 15,961	$ 15,765	$ 7,990	50.7%
15	Fuel	$ 410,199	$ 352,857	$ 495,903	$ 103,678	20.9%
16	Training & Registration fees	$ 8,825	$ 9,087	$ 20,799	$ 1,150	5.5%
17	Railrunner, City of SF and Los Alamos	$ 4,387,272	$ 4,118,232	$ 4,447,190	$ -	0.0%
18	Capital Expenses	$ 709,563	$ 374,409	$ 2,408,418	$ 5,119	0.2%
	TOTAL	$ 8,854,701	$ 8,534,297	$ 12,548,543	$ 1,130,683	9.0%

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

NCRTD BUDGET EXPENDITURES OVERALL



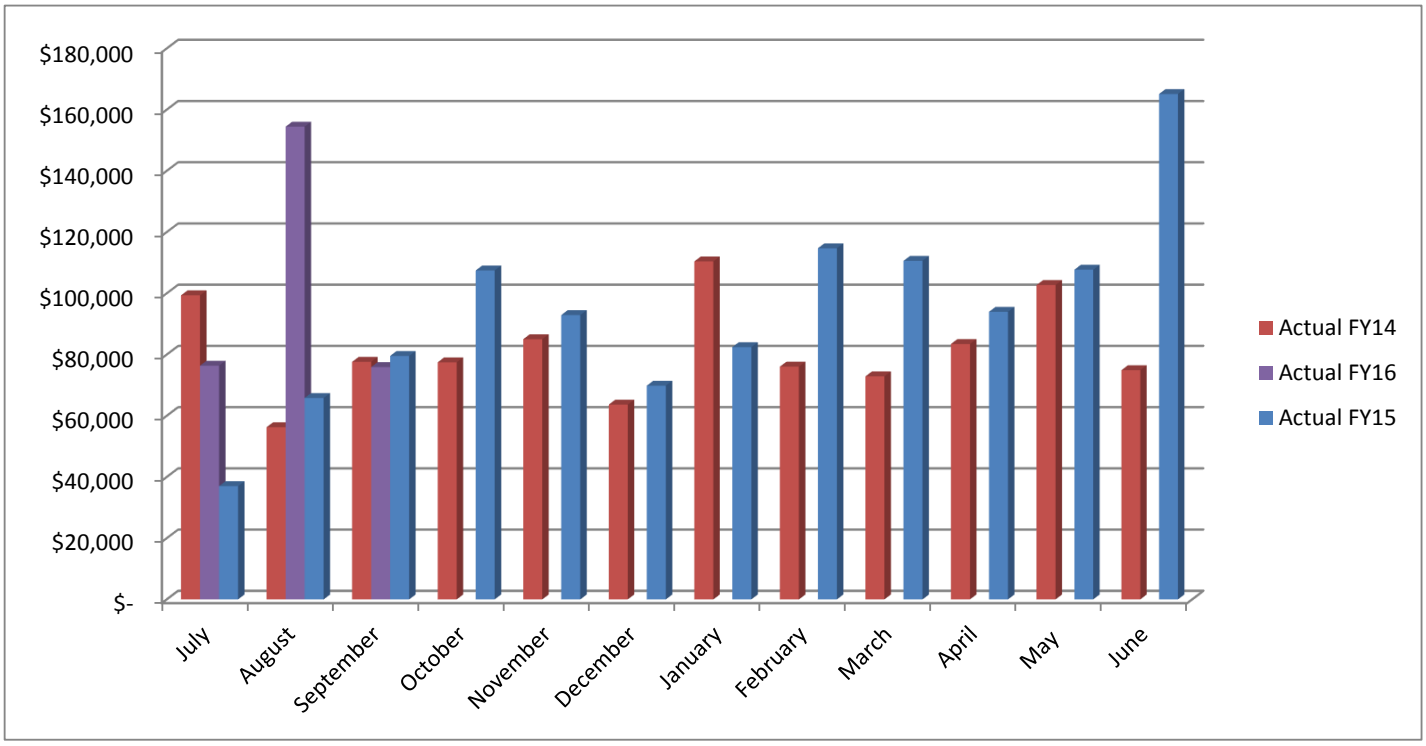
Budget to Actual FY2015

	FY13 Actual	FY14 Actual	FY15 Actual	Budget FY16	FY16 Actual	Inc/Dec of Budget vs Actual	Budget Variance
July	$ 355,735	$ 598,912	$ 546,007	$ 935,944.92	$ 273,848	$ 662,097	**29.3%**
August	$ 634,121	$ 511,240	$ 464,828	$ 935,944.92	$ 607,663	$ 328,282	**64.9%**
September	$ 724,752	$ 359,189	$ 313,124	$ 1,067,665.32	$ 249,172	$ 818,493	**23.3%**
October	$ 367,785	$ 341,082	$ 294,912	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
November	$ 977,721	$ 829,750	$ 783,580	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
December	$ 455,530	$ 675,551	$ 625,552	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
January	$ 422,342	$ 1,585,995	$ 1,534,559	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
February	$ 487,459	$ 534,985	$ 287,772	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
March	$ 573,082	$ 480,519	$ 429,154	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
April	$ 905,718	$ 684,123	$ 1,339,437	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
May	$ 2,563,210	$ 826,045	$ 934,795	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
June	$ 292,818	$ 1,427,310	$ 1,300,982	$ 1,067,665.32	$ -	$ 1,067,665	**0.0%**
	$ 8,760,274	**$ 8,854,701**	**$ 8,854,701**	$ 12,548,543	**$ 1,130,683**	$ 11,417,860	**9.0%**

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Administration Expense Summary



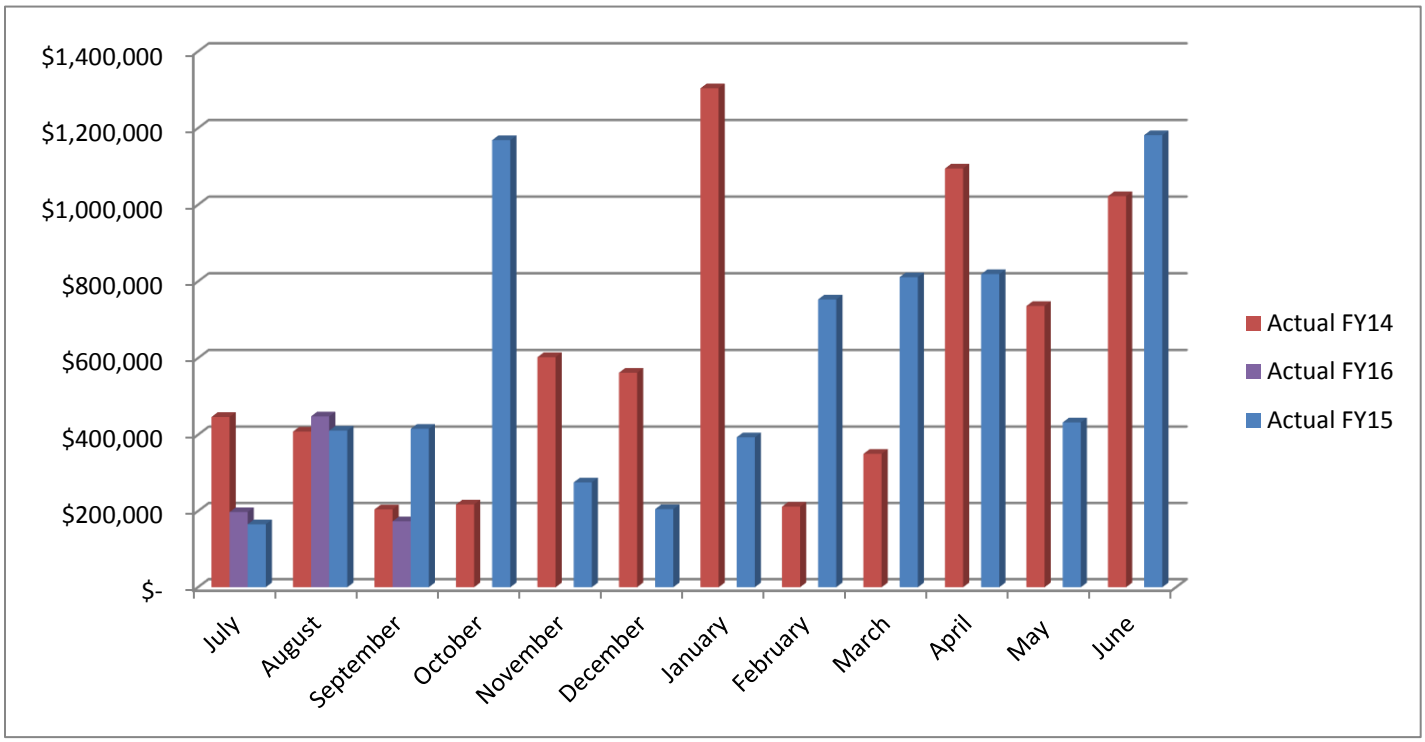
Budget to Actual FY2014/FY2015 Comparative

	Actual FY14	Actual FY15	Budget FY16	Actual FY16	Inc/Dec of Budget vs Actual	Budget Variance
July	$ 99,342	$ 36,996	$ 111,744	$ 76,354	$ 35,390	**68.3%**
August	$ 56,248	$ 65,796	$ 111,744	$ 154,434	$ (42,690)	**138.2%**
September	$ 77,618	$ 79,531	$ 114,302	$ 75,888	$ 38,414	**66.4%**
October	$ 77,447	$ 107,450	$ 114,302		$ 114,302	**0.0%**
November	$ 84,993	$ 92,871	$ 114,302		$ 114,302	**0.0%**
December	$ 63,622	$ 69,805	$ 114,302		$ 114,302	**0.0%**
January	$ 110,423	$ 82,409	$ 114,302		$ 114,302	**0.0%**
February	$ 76,028	$ 114,696	$ 114,302		$ 114,302	**0.0%**
March	$ 72,862	$ 110,596	$ 114,302		$ 114,302	**0.0%**
April	$ 83,438	$ 93,933	$ 114,302		$ 114,302	**0.0%**
May	$ 102,701	$ 107,700	$ 114,302		$ 114,302	**0.0%**
June	$ 74,894	$ 165,099	$ 114,302		$ 114,302	**0.0%**
	$ 979,616	**$ 1,126,883**	$ 1,366,506	**$ 306,676**	$ 1,059,830	**22.4%**

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Operating Expense Summary



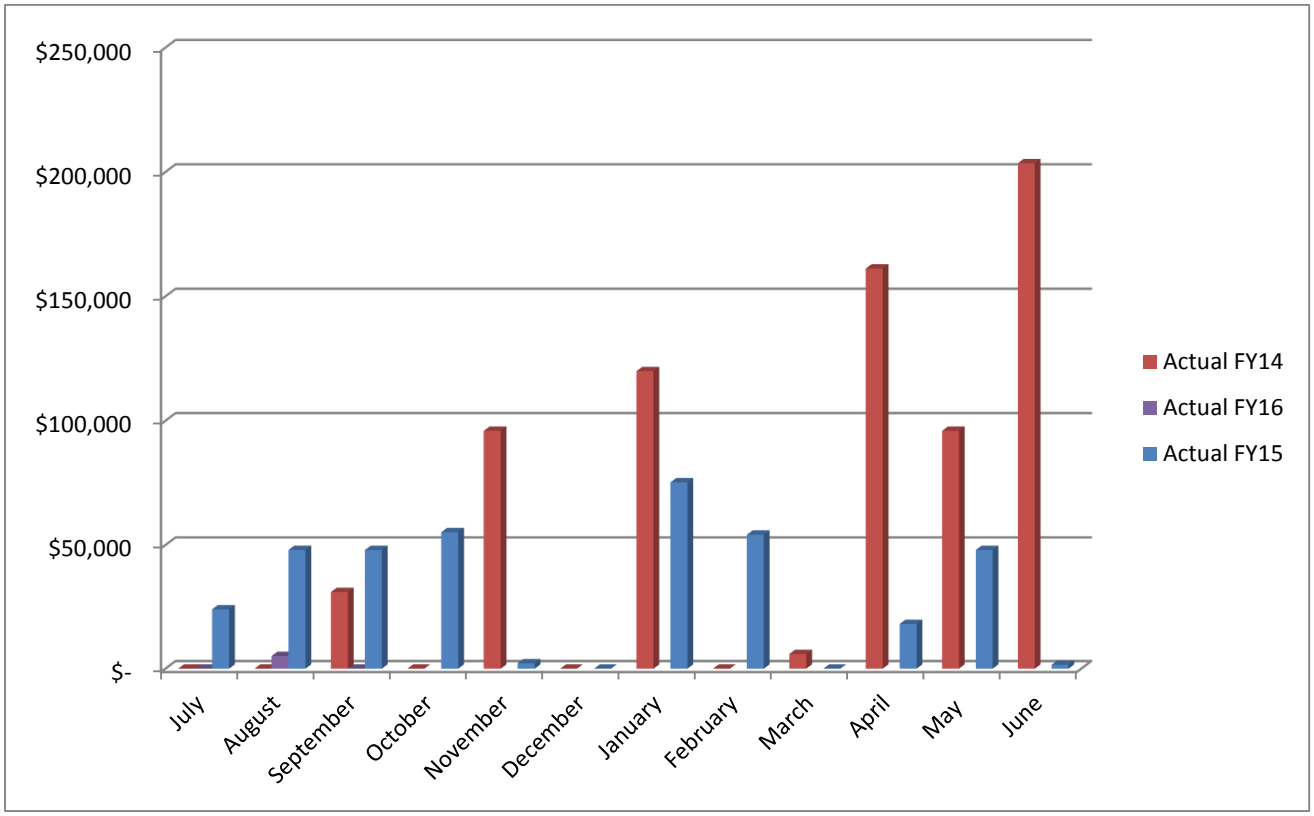
Budget to Actual FY2014/FY2015 Comparative

	Actual FY14	Actual FY15	Budget FY16	Actual FY16	Inc/Dec of Budget vs Actual	Budget Variance
July	$ 446,665	$ 165,544	$ 719,298	$ 197,494	$ 521,804	27.5%
August	$ 408,580	$ 411,069	$ 719,298	$ 448,110	$ 271,188	62.3%
September	$ 204,531	$ 415,730	$ 734,512	$ 173,284	$ 561,228	23.6%
October	$ 217,465	$ 1,168,758	$ 734,512		$ 734,512	0.0%
November	$ 602,638	$ 275,448	$ 734,512		$ 734,512	0.0%
December	$ 561,929	$ 205,224	$ 734,512		$ 734,512	0.0%
January	$ 1,304,199	$ 393,437	$ 734,512		$ 734,512	0.0%
February	$ 211,744	$ 753,200	$ 734,512		$ 734,512	0.0%
March	$ 350,376	$ 811,276	$ 734,512		$ 734,512	0.0%
April	$ 1,094,811	$ 819,256	$ 734,512		$ 734,512	0.0%
May	$ 736,145	$ 432,325	$ 734,512		$ 734,512	0.0%
June	$ 1,022,562	$ 1,181,739	$ 734,512		$ 734,512	0.0%
	$ 7,161,646	**$ 7,033,005**	$ 8,783,719	**$ 818,888**	$ 7,964,831	**9.3%**

MONTHLY BOARD REPORT

FY2016 (July 1, 2015 to June 30, 2016)

Capital Expense Summary



Budget to Actual FY2014/FY2015 Comparative

	Actual FY14	Actual FY15	Budget FY16	Actual FY16	Inc/Dec of Budget vs Actual	Budget Variance
July	$ -	$ 23,987	$ 104,903	$ -	$ 104,903	0%
August	$ -	$ 47,975	$ 104,903	$ 5,119	$ 99,784	5%
September	$ 30,974	$ 47,975	$ 218,851	$ -	$ 218,851	0%
October	$ -	$ 55,184	$ 218,851		$ 218,851	0%
November	$ 95,949	$ 2,194	$ 218,851		$ 218,851	0%
December	$ -	$ -	$ 218,851		$ 218,851	0%
January	$ 119,937	$ 75,245	$ 218,851		$ 218,851	0%
February	$ -	$ 54,185	$ 218,851		$ 218,851	0%
March	$ 5,916	$ -	$ 218,851		$ 218,851	0%
April	$ 161,188	$ 18,078	$ 218,851		$ 218,851	0%
May	$ 95,949	$ 47,993	$ 218,851		$ 218,851	0%
June	$ 203,526	$ 1,593	$ 218,851		$ 218,851	0%
	$ 713,439	**$ 374,409**	$ 2,398,318	**$ 5,119**	$ 2,393,199	**0.2%**

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EXECUTIVE REPORT
For October 2015

EXECUTIVE

- Attended Annual APTA Conference, San Francisco, CA.
- Meeting with NMDOT and State Parks regarding Mountain Trail route.
- Drafted funding request letter to LAC.
- Reviewed and edited final long range plan draft.
- Continuing Taos Consolidation land acquisition process.
- Interviewed Insurance Brokers.
- Commenced Taos Ski Valley service logistics review meetings.
- Commenced drafting of Annual Report.
- Continued review and discussion of outstanding site property issues with Attorney and Land Use consultant.
- Continued drafting of EEO Policy.
- Meet with consultant regarding compensation survey.
- Participated in discussions with Santa Fe National Forest Ranger regarding bike access to the forest.
- Attended MPO TCC meeting.
- Attended via conference call APTA Small Operations Committee.
- Attended via conference call APTA State Affairs Committee.
- Attended NMTA monthly Board of Directors meeting.
- Met with Attorney and Staff regarding various legal issues and associated documents.
- Prepared Board and Finance Subcommittee meeting materials.
- Met weekly with Board Chair Barrone on various issues.
- Continued review, revision and creation of various NCRTD policies.
- Maintained continuous communication with board members, subcommittee members, and Chair.
- Attendance at various NCRTD staff and subcommittee meetings, including Board, Finance and Tribal subcommittees meeting.
- Addressed a variety of employee human resources issues and prepared memorandums to document district actions.

MARKETING/PUBLIC INFORMATION OFFICE

- Participated in the Town of Taos Trunk or Treat on Halloween Day
- Committed to running a ¼ page ad in the Taos News Winter Guide and a ½ page in the Santa Fe New Mexican WinterLife (which promotes Mountain Trail). Each publication is distributed for six months
- Was interviewed on KSWV in Santa Fe to talk about Mountain Trail. Was interviewed for a story that appeared in Santa Faen Now regarding Mountain Trail. Worked with NM Rail Runner on a piece profiling the first Mountain Trail passenger
- Met with NM Rail Runner to discuss joint promotional opportunities for Mountain Trail
- Two stop sponsorship signs were sold, created and hung on behalf of Ten Thousand Waves. A stop sponsorship sign was sold to Hotel Santa Fe
- Began work on Annual Report
- Continued build out of pages for Mountain Trail on ncrtd.org, and provided updates throughout the month

- A total of 96 :30 sec spots promoting Mountain Trail ran on two Hutton stations – KBAC and Jam'n 94
- Wrote and disseminated a press release and rider alerts regarding Columbus Day closure, Long Range Service Plan Public Comment and Chama going year-round
- Met with Drury Hotel, Eldorado Hotel and Inn at Loretto to discuss sponsorship packages for Mountain Trail. Also met with concierges at La Fonda and Inn of the Anastasi
- Met with VTCLI group and NM Department of Veteran Services representatives at DVS in Albuquerque to discuss marketing to veterans program
- Began reviewing and interviewing candidate for the Marketing and Communications Specialist position that became vacant in September
- Provided various updates and rider alerts to ncrtd.org throughout the month
- Issued rider alerts on Chama midday going year-round, Taos High Parade traffic delays expected and Columbus Day closure
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in October excluding Saturdays and Sundays
- KSWV 810-AM in Santa Fe, :30 sec Mountain Trail spots ran 20 times in October as well as 30 :20 sec promos announcing RTD sponsorship during the 7:30 AM ½ hour
- KTAOS 101.9 FM in Taos, 14 :30 sec radio spots ran each week in October
- A series of 30-second spots in English and Spanish ran on KXMT in Taos.
- Five banner ads ran in October in the Santa Fe New Mexican, and a ¼ page ad ran in the Santa Fe Reporter promoting Mountain Trail. Two banner ads ran in the Taos News and Los Alamos Monitor. Two 1/8 page ads ran in the Rio Grande Sun. A ½ page ad ran in a special New Mexican and Taos News pullout magazine called Land, Water, People, Time
- A series of digital ads started running on Santa Fe Hometown News, Los Alamos Daily Post and Valley Daily Post. Ads also continued running on the Taos News website as well as in Google searches in the Taos County area
- Ads ran in the Green Fire Times and Chama Valley Times

SERVICE DEVELOPMENT EXECUTIVE REPORT

- September 2015 5311 Ridership Report
- Participated in Planner interviews
- Rode with District 5 NMDOT to locate new bus stops and assess optimal position Arroyo Seco, Lama, Tres Piedras
- ITS AVL/CAD project work including:
    - Oversight of ongoing tweaks and improvements to schedule, routing and map
    - Presented at Driver Safety Meeting regarding transition from ridership tracking via tally sheets to paperless
    - Continued data entry input and oversight, emphasis on trigger boxes and angles of entry
- TAP FY14 and FY15- Phase I given final approval from NMDOT, Phase II notice to proceed; awaiting NMDOT approval of legal ad for IFB for Phase II
- Continued discussion with Santa Fe National Forest about Mountain Trail route and ROW, use of federal lands, bicycle transport, special use permit

- Involved in Long Range Plan project discussions and brainstorming regarding NCRTD goals, mission, objectives; reviewed final draft and provided feedback
- Coordinated with Taos County to identify park & ride option at Taos County Administration building; location identified and approved by County, awaiting ok to provide signage to County to perform install
- Participated in concall with Remix regarding route planning software (with Executive Director)
- Attended 4-day National RTAP Rural and Tribal Transit Conference in Denver, CO
- Participated in 3-day T/LPA training conference in Albuquerque, NM
- Attended 1-day Service Excellence refresher training
- Completed and submitted FLAP application related to ongoing operations and capital to support Mountain Trail route in the future

OPERATIONS

- Recapped Launch of Mountain Trail route with management team.
- Tested Inclement Weather Policy with essential staff.
- Hired and trained one new driver II.
- Worked with staff on ADA paratransit forms for Taos Chile Ride.
- Participated in Customer service refresher training.
- Participated in Dealing with Threatening Situations training for drivers.
- Held a Sustainability Committee meeting reviewing the Goals and Metrics progress.

Performance Measures

for

Fiscal Year 2016

September 2015

The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives."
The report data collected is grouped into 3 areas: Administrative, Fleet and Customer Related:

1. **Administrative:**
   - **A. Ridership, All Funded Routes**
   - **B. Ridership, NCRTD Operated Routes**
   - **C. Monthly Expenditures**
   - **D. Cost Per Mile**
   - **E. Cost Per Trip**

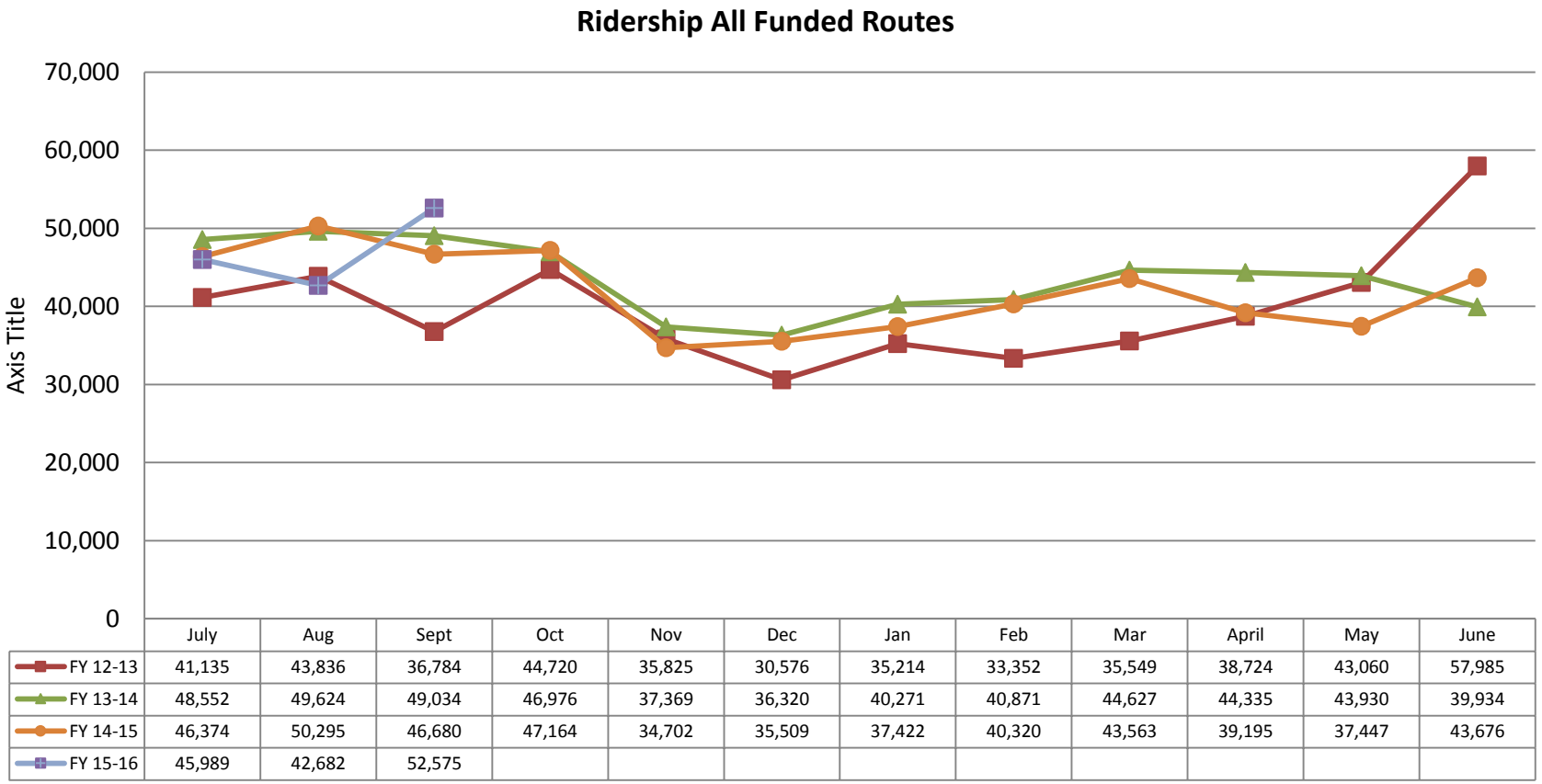
2. **Fleet:**
   - **A. Vehicle Back Up Ratio**
   - **B. Average Vehicle Age**
   - **C. Percentage of "On-Time" PM / Inspections**
   - **C. Accidents, Major/Minor Tracking**

3. **Customer Relations:**
   - **A. Complaints**
   - **B. Incidents**

The In-state/local comparable is Sandoval/Valencia Counties which are operated by the Rio Metro Regional Transit District. This benchmark/peer entity was chosen since they are within New Mexico and somewhat similar to rural transit service. The FTA benchmarking data used originates from the Rural Transit Fact Book 2014. The data is for 2012 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

Ridership Tracking of All NCRTD Funded Routes

Tracking ridership is the #1 way a public transportation agency can gauge its effectiveness of the service it provides. Ridership data for all routes funded by the NCRTD are collected by City of Santa Fe and Los Alamos County. This data is forwarded and combined with the data from the District's operated routes. These numbers are then compiled into a monthly ridership report. This measurement tracks the number of one way trips taken on all the routes within the district. This graph shows the NCRTD combined total ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand. Sandoval/Valencia counties are used local/in-state comparison benchmark, as they are similar in service but smaller in size: a two county service of the Rio Metro Transit District.

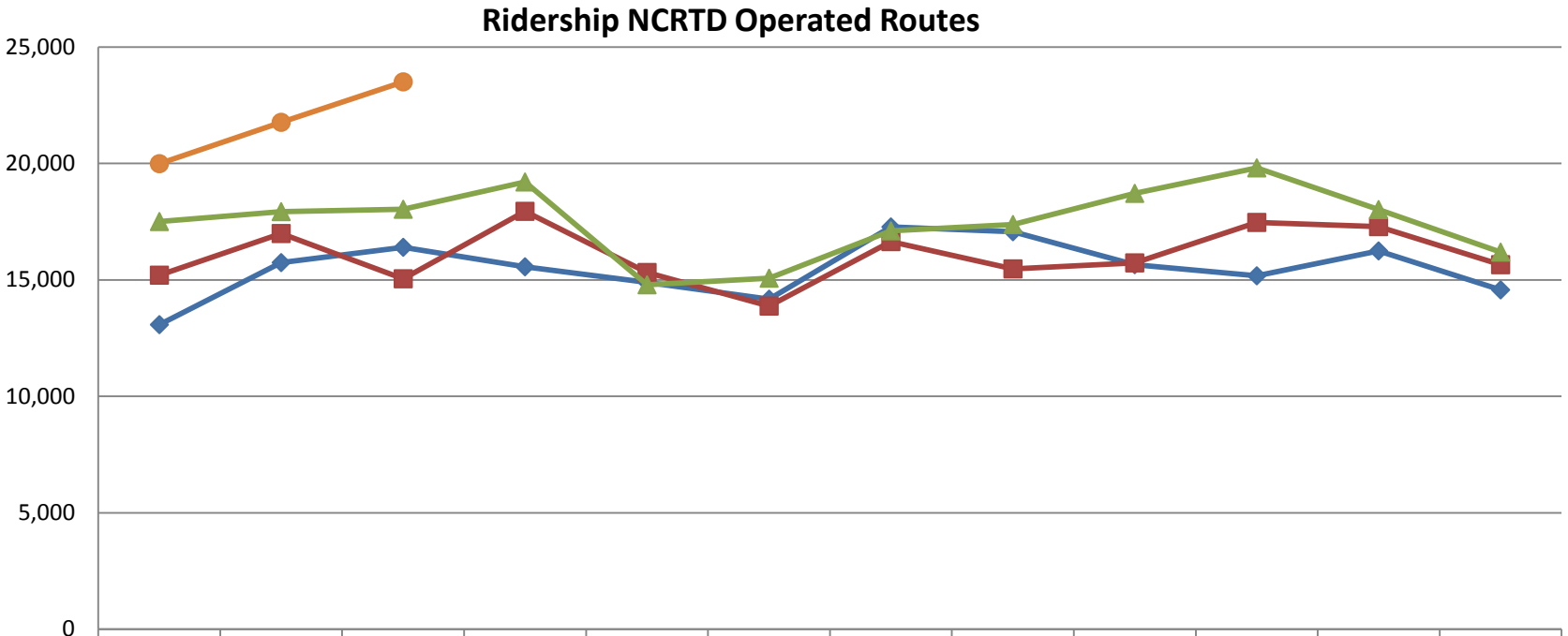


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 12-13	41,135	43,836	36,784	44,720	35,825	30,576	35,214	33,352	35,549	38,724	43,060	57,985
FY 13-14	48,552	49,624	49,034	46,976	37,369	36,320	40,271	40,871	44,627	44,335	43,930	39,934
FY 14-15	46,374	50,295	46,680	47,164	34,702	35,509	37,422	40,320	43,563	39,195	37,447	43,676
FY 15-16	45,989	42,682	52,575									

Performance Measure - Administrative:

Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes 20 fixed and commuter routes as well as the demand response routes. Totaling the number of one way trips on NCRTD routes, allows staff to evaluate effectiveness and to ensure that the service is reaching areas in the district that have high demand for accessible mobility. Sandoval/Valencia counties were selected as a local/in-state comparison benchmark.

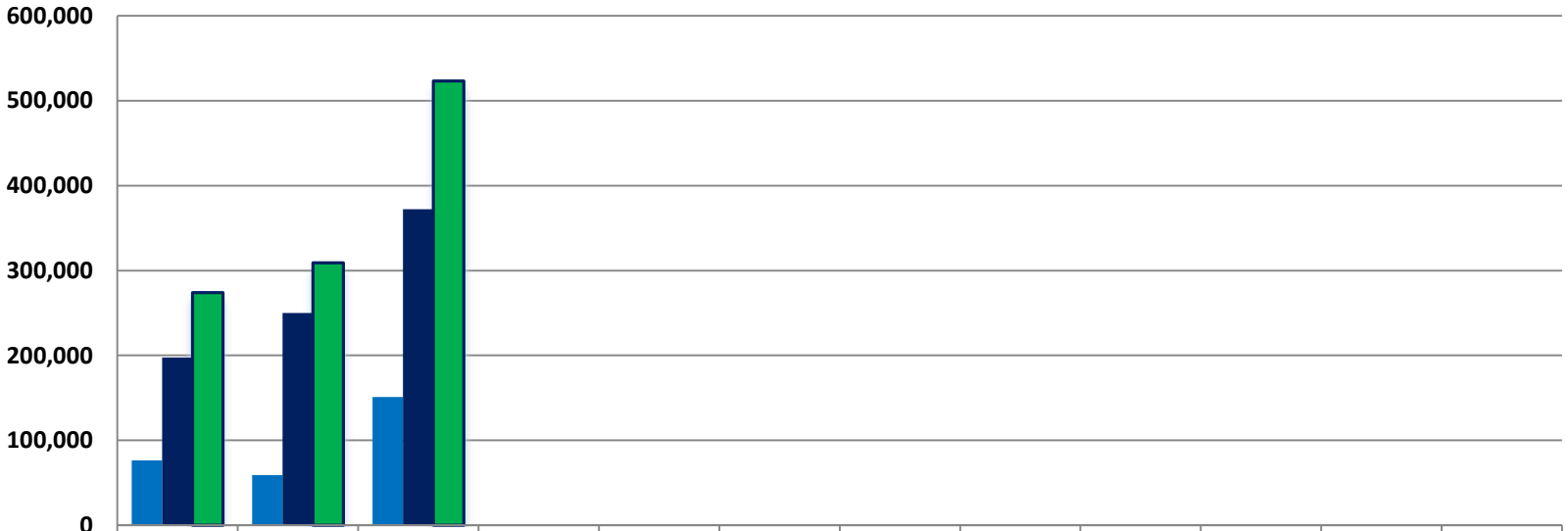


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 11-12	13,081	15,739	16,397	15,567	14,886	14,167	17,274	17,071	15,650	15,178	16,244	14,573
FY 12-13	15,200	16,995	15,052	17,943	15,317	13,872	16,642	15,471	15,729	17,465	17,285	15,653
FY 13-14	17,504	17,934	18,033	19,205	14,792	15,069	17,102	17,380	18,719	19,804	18,021	16,187
FY 15-16	19,992	21,768	23,498									

Monthly Expenditures for Administrative and Operating

The NCRTD's Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the expenditures to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. Tracking the budget and monitoring operational costs allows management to target specific dollar amounts when creating future budgets and requesting federal funding from the NM Department of Transportation.

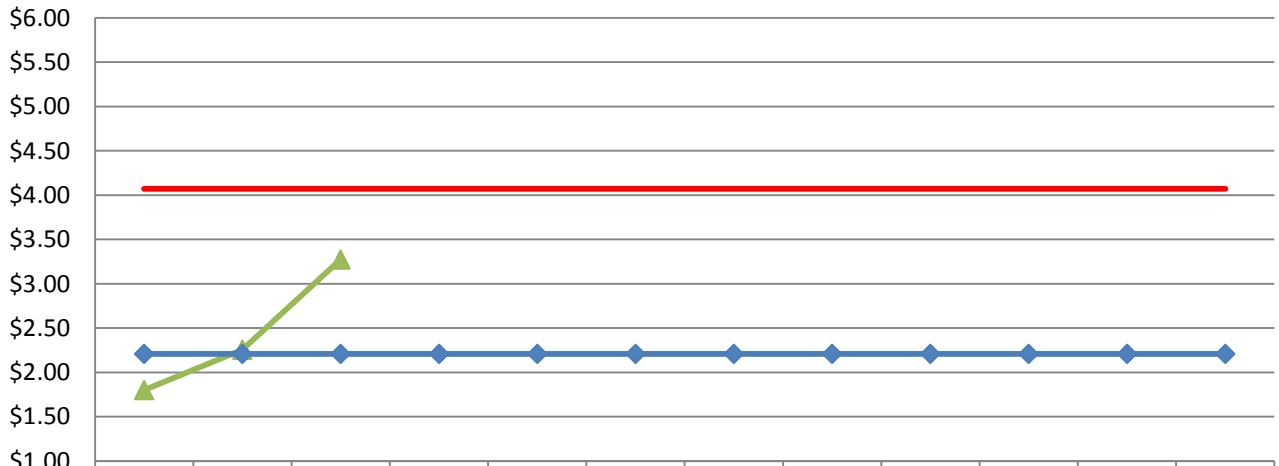
Monthly Expenditures FY 13-14



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Admin	$76,354	$59,063	$151,069									
Operating	$197,484	$249,820	$372,007									
Total	$273,838	$308,883	$523,076	$0	$0	$0	$0	$0	$0	$0	$0	$0

Operational Cost per Vehicle Mile

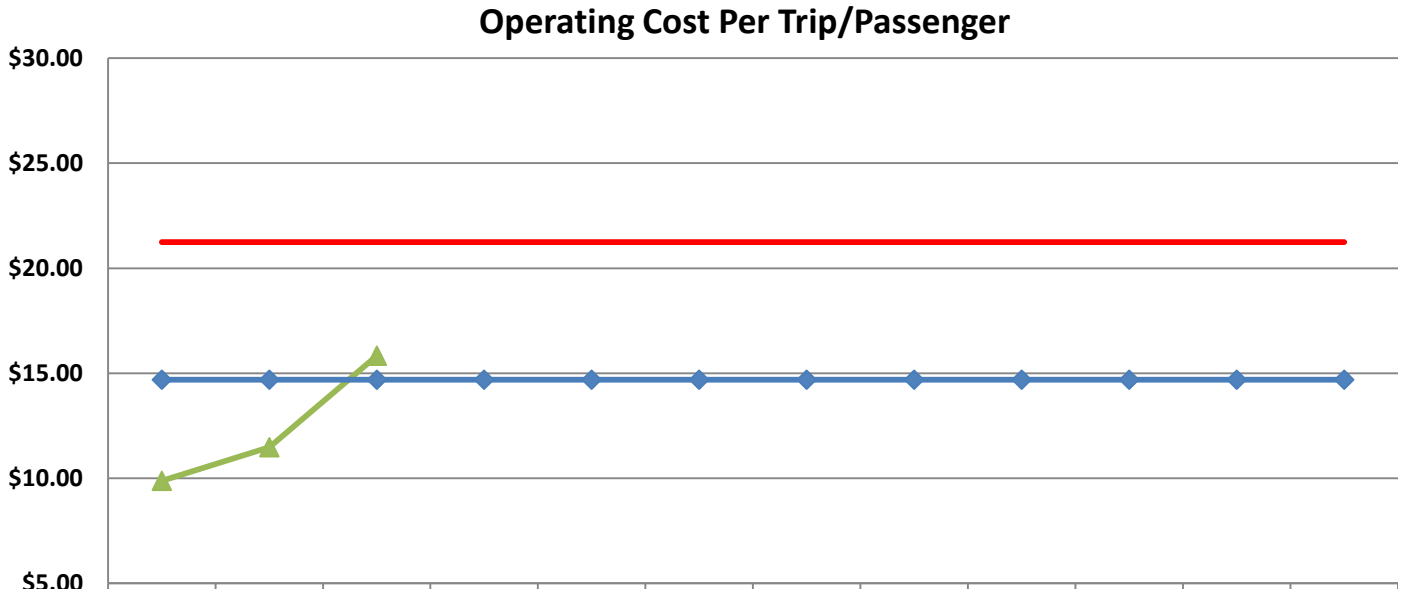
Cost per vehicle mile is the total operating costs per month in relation to the total vehicle miles per month traveled on NCRTD routes. The mileage data is logged daily for each route and compiled into a monthly report. Monthly operating costs are obtained from the Monthly Expenditures (chart above) and the number of miles travelled for NCRTD operated routes. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District's route operations. This measurement is a beneficial tool for the planning and operation's departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per mile vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties' annual average are used as a local/in state comparable benchmark, even though their system is smaller than NCRTD. Data from the **2014*** Rural Transit Data Fact Book, specifically FTA's District 6 (our district) annual cost per mile is included as a benchmark**. *This Data from 2104 Rural Transit Data Fact Book has been revised for the FY15 year.**



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Mile	$1.80	$2.26	$3.27									
Sandoval/Valencia	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07
Region 6 Total Cost Per Mile	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21	$2.21

Operating Cost per Trip

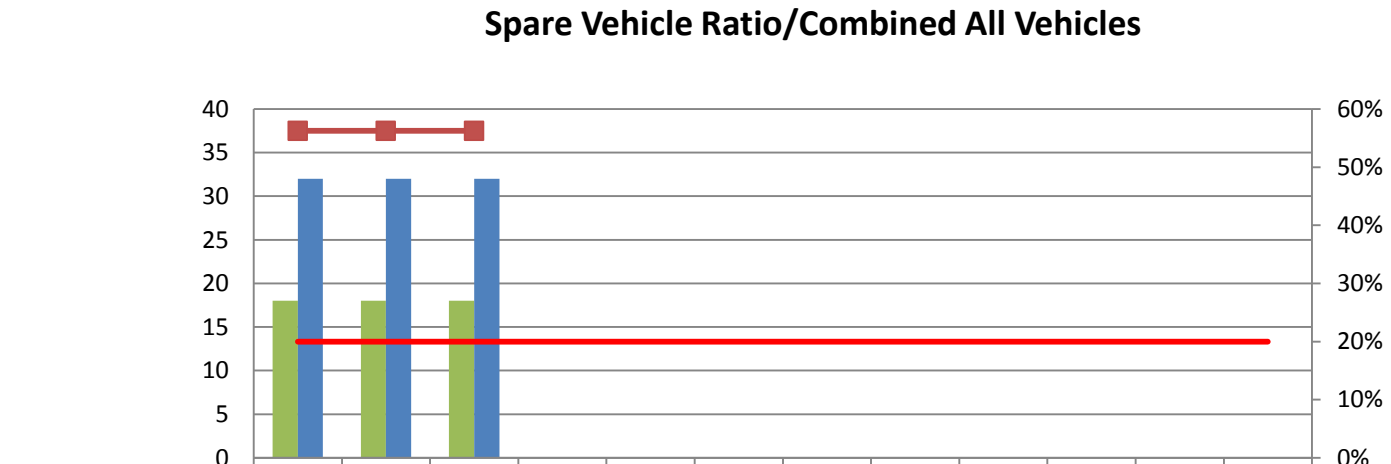
When transit data is collected, passengers, riders and rides are counted and referred to as “trips.” One passenger can generate several trips in a day, and these are counted individually. Example, a particular rider may board in Questa (1 trip) and transfer to the Taos to Espanola bus (1 trip) and again transfer to the Santa Fe bus in Espanola (1 trip) for a total of three trips. The cost per trip is computed on a monthly basis by dividing the monthly operating costs from the Monthly Expenditures (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than the NCRTD. Data from the **2014*** Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark. **. *This Data from 2104 Rural Transit Data Fact Book has been revised for the FY15 year.**



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Trip	$9.88	$11.48	$15.83									
Sandoval/Valencia	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24
Region 6 Total Cost Per Trip	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70	$14.70

Spare Vehicle Ratio/Combined all Vehicles

FTA defines the spare ratio as the percentage of spare vehicles in comparison to the number of vehicles required for annual maximum service. Recommended FTA spare vehicle ratio is 20% for fleets over 50 vehicles. NCRTD's fleet totals 35 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of 27 and a backup fleet of 8, the backup ratio is 30%. This higher number is needed and reasonable due to the variety of passenger seating requirements for specific routes throughout the District. These backup vehicles ensure consistent coverage of all routes when vehicles are off line due to routine maintenance or unexpected breakdowns.

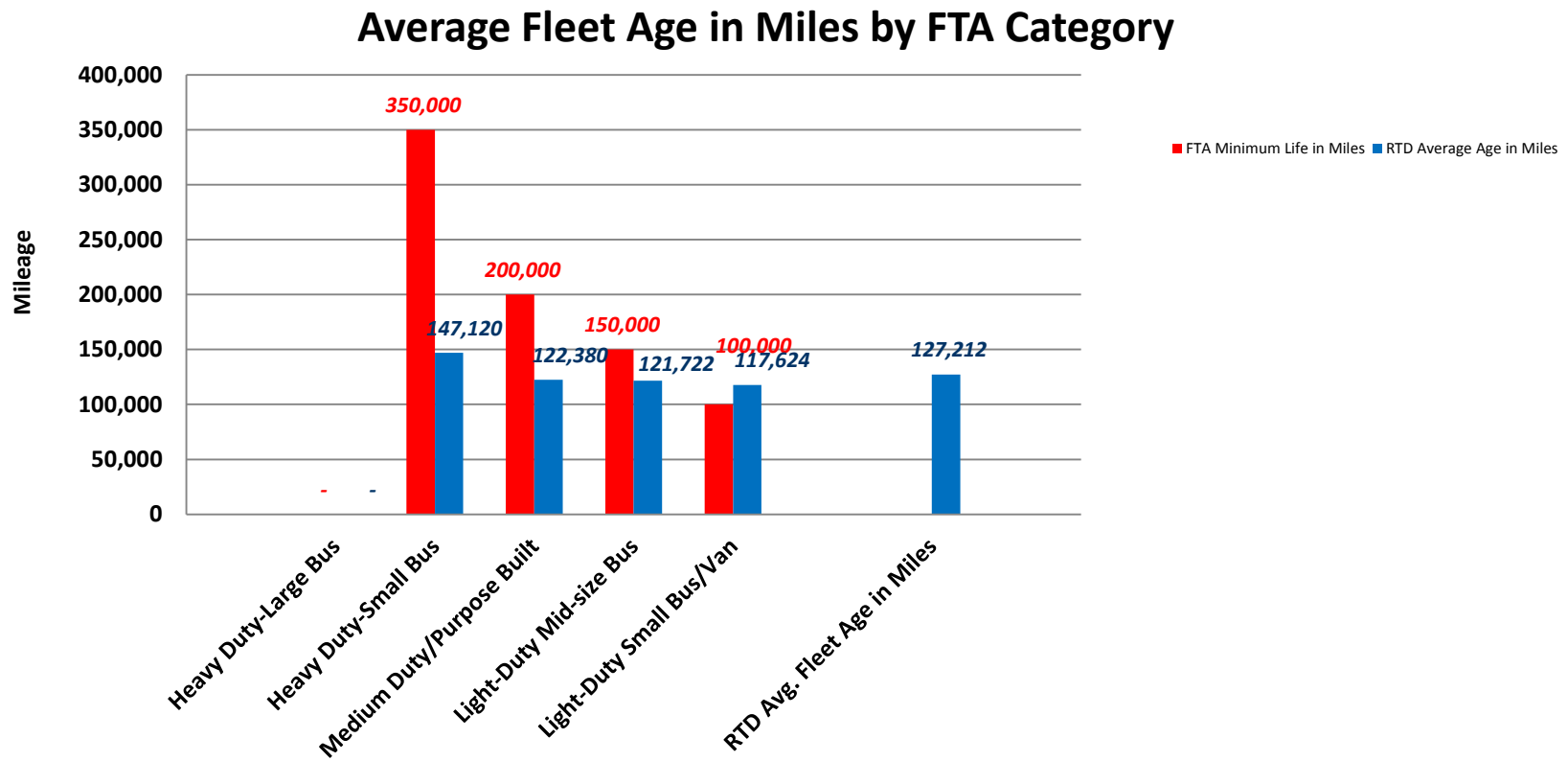


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Spare Vehicles	18	18	18									
# Needed to run	32	32	32									
Spare Ratio	56.25%	56.25%	56.25%									
Recommended	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%

Performance Measure - Fleet:

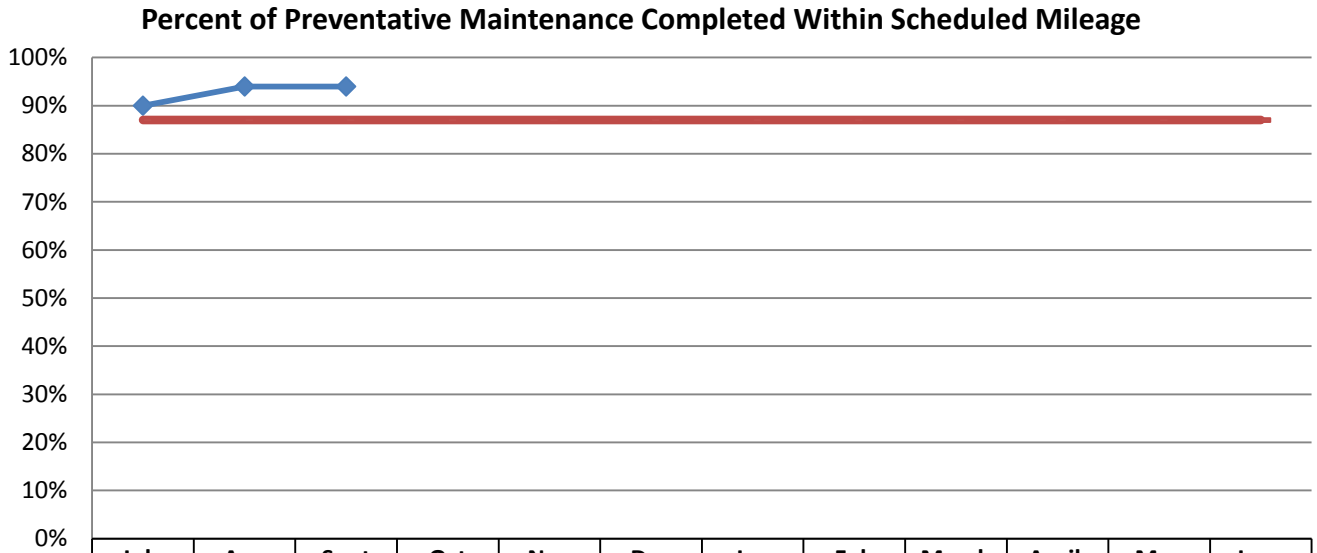
Average Fleet Age

The FTA allows the use of years or mileage to attain usable life. The District uses mileage rather than the year of manufacture because of the large area of the district and the high number of miles traveled on an annual basis. This compares the age of specific kind of vehicles by mileage in accordance to the FTA guidelines. This is useful in fleet replacement planning. The numbers will vary month to month as mileages increase and old vehicles are replaced by new.



Percentage of "On-Time" PM / Inspections

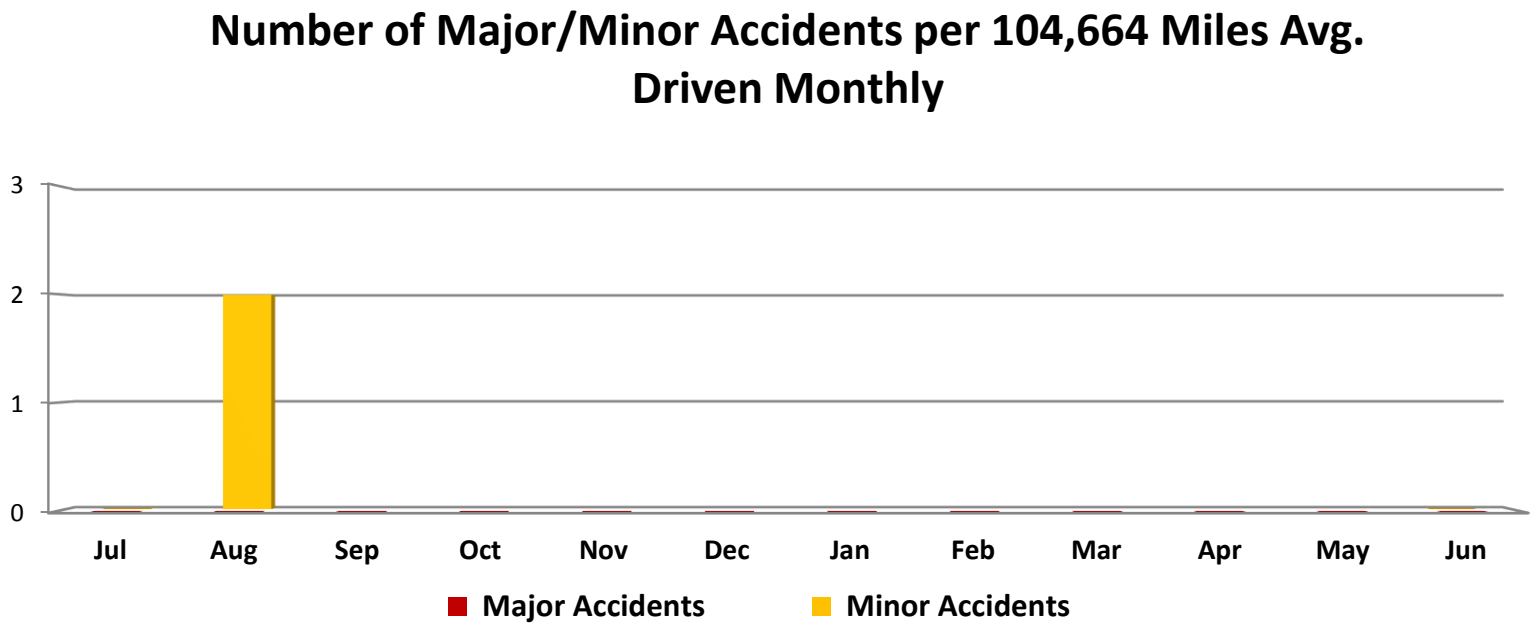
The federal benchmark for the percentage of "on-time" preventative maintenance (PMs) and inspections for the fleet is 87%. Inspections are required to be conducted within certain mileage timeframe by vehicle manufacturers for the various sizes of vehicles. Manufacturer's recommended maintenance schedules may range in mileage due to the component makeup of a particular vehicle. The FTA recommends they be conducted within the manufacturer's recommended maintenance schedule. However, as a sub recipient of NMDOT we are allowed varied standards as approved by NMDOT. With the variety of sizes and component makeup of District vehicles, we have determined and hold to a standard of 6000 mile intervals for the light and medium gasoline powered fleet and 7000 miles for the diesel powered medium-heavy fleet. This ensures frequent safety inspections and PM services at reasonable intervals that result in a more dependable and safer fleet. This data is collected and tracked by the Fleet Maintenance Manager.



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
FY 13-14 RTD Maintenance	90	94	94									
FTA Recommendation	87	87	87	87	87	87	87	87	87	87	87	87

Accidents per Month

This measurement shows us how many accidents occur within a month and to what frequency they occur. These are logged as minor or major accidents. A minor accident for example, is one where a driver hits a stationary object while backing but there is minimal damage. A major accident is one where there may be significant damage and/or injury, and a FTA Post accident drug screen is required. All accidents are reported to the Operations and Maintenance Manager to decide on what corrective action needs to be taken. There are established internal reporting and follow up procedures. All accidents, major or minor, are investigated and documented, and dealt with accordingly by the operations management team. As a result, disciplinary measures and/or driver re-training may be required by the outcome of the investigation.



Last Minor Accident - August 20, 2015	**Miles Driven since last Minor Accident – 139,552**
Last Major Accident - October 22, 2013	**Miles Driven since last Major Accident – 2,042.196**

Performance Measure – Customer Relations:

Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorize by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

1. Questa – A rider boarded the bus and wanted off at Cerro but bus driver did not stop. / Driver told supervisor that the rider was silent when he turned around at the Cerro stop. He rode to Costilla and returned him to Cerro on the way back.
2. Riverside - A rider complained he was refused service by our driver who smelled like pot and alcohol. / Driver told Supervisor this individual has been intoxicated on several occasions to the point of erratic behavior and had denied him service. Driver was coached to follow up in the future by filling out an incident report to document his behavior.
3. Westside/Crosstown – A rider complained of the driver's rude behavior. / Supervisor followed up with driver and coached her on providing better customer service.
4. Taos-Espanola-Santa Fe – A rider complained he was missed by the bus the Pilar bus stop. / Driver was questioned and he claimed that he did not see anyone at the stop when he went by.
5. Westside/Crosstown - A rider complained the bus did not stop at City Hall. / Dispatch did verify by playback on GPS that the bus in fact did stop at the proper time.
6. Questa – The Taos County Sheriff's office was concerned about the safety of the Lama southbound stop in afternoon. The charter school riders (approximately 30) ranging from very young to mid-school ages were having to cross the highway to catch the bus after school. / After reviewing the possibilities, it was determined the bus would stop on the East side of the highway behind the bus shelter to board the students.

Performance Measure – Customer Relations:

Complaints per Month

FY 14-15 Number of Customer Incidents

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	11		4	7		0.06%
Aug	12	6	1	4	1	0.06%
Sept	6	1		5		0.03%
Oct	0					
Nov	0					
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
Total	29	7	5	16	1	

Performance Measure – Customer Relations: Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

1. San Ildefonso - Driver noticed a person laying beside the road. Driver called in to report and local PD responders were dispatched.
2. Tesuque – Two individuals were denied service at Sheridan Street due to extreme intoxication.
3. Taos Red Line – 2 riders began arguing and using foul language on the bus. They were told to stop and did so, then a short time later began again. They were ejected at the Smith's stop.
4. Taos Red Line – Person boarded the bus and began using foul language during the ride. She was also incoherent at times. She was told to stop swearing but did not. Taos PD were dispatched to scene and had to forcibly remove her from the bus.
5. Taos Red Line- A rider passed out on bus at the casino. Pueblo PD assisted but rider was not allowed back on the pueblo. Driver then transported him back to town where the bus was met by Taos PD and received assistance waking him and removing him from the bus.
6. Westside/Crosstown – At departure time at the Park & Ride, driver was stopped from leaving by potential riders who could not make up their mind if they were going to ride. Driver told them she could not wait any longer. One of them started swearing at her and driver said if she continued using foul language she would not be able to ride.

Customer Incidents

FY 14-15 Number of Customer Incidents

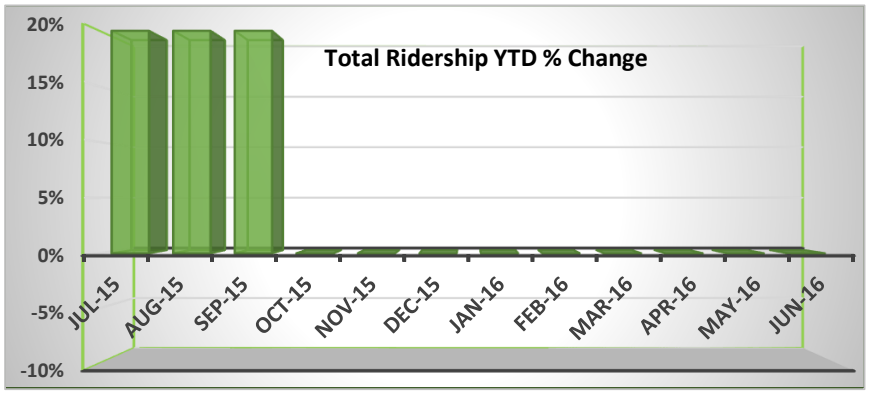
	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	11		4	7		0.06%
Aug	12	6	1	4	1	0.06%
Sept	6			2	4	0.01%
Oct	0					
Nov	0					
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
Total	29	6	5	13	5	

NCRTD Monthly Ridership Summary

September 1, 2015 through September 30, 2015

Calendar Operating Days

	This Year
Jul-15	22
Aug-15	21
Sep-15	21
Oct-15	
Nov-15	
Dec-15	
Jan-16	
Feb-16	
Mar-16	
Apr-16	
May-16	
Jun-16	



Monthly System Totals

	This Year	Last Year	%Change
NCRTD Operated	23,498	17,781	**32.15%**
NCRTD Funded	29,077	28,899	**0.62%**
All Systems Funded Total	52,575	46,680	**12.63%**

Year to Date Totals

	This Year	Last Year	Difference	%Change
NCRTD Operated	65,165	52,615	12,550	**23.85%**
NCRTD Funded	76,058	90,734	-14,676	**-16.17%**
All Systems Funded Total	141,223	143,349	-2,126	**-1.48%**

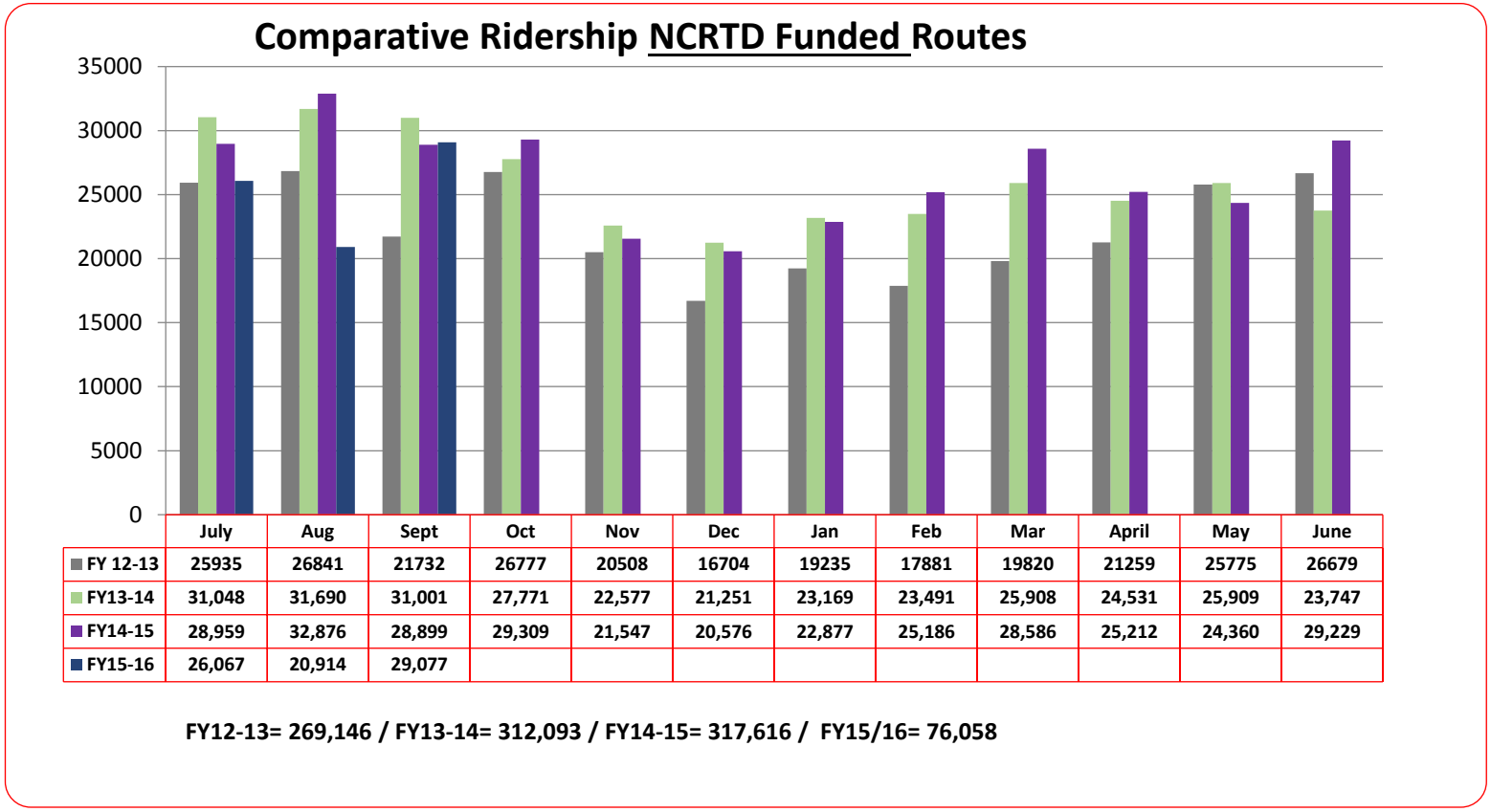
System Daily Averages

	This Year	Last Year	% Change
NCRTD Operated	1119	847	**32.11%**
NCRTD Funded	1,385	1,376	**0.65%**
Systems Total	2504	2223	**12.64%**

Total Ridership YTD % Change

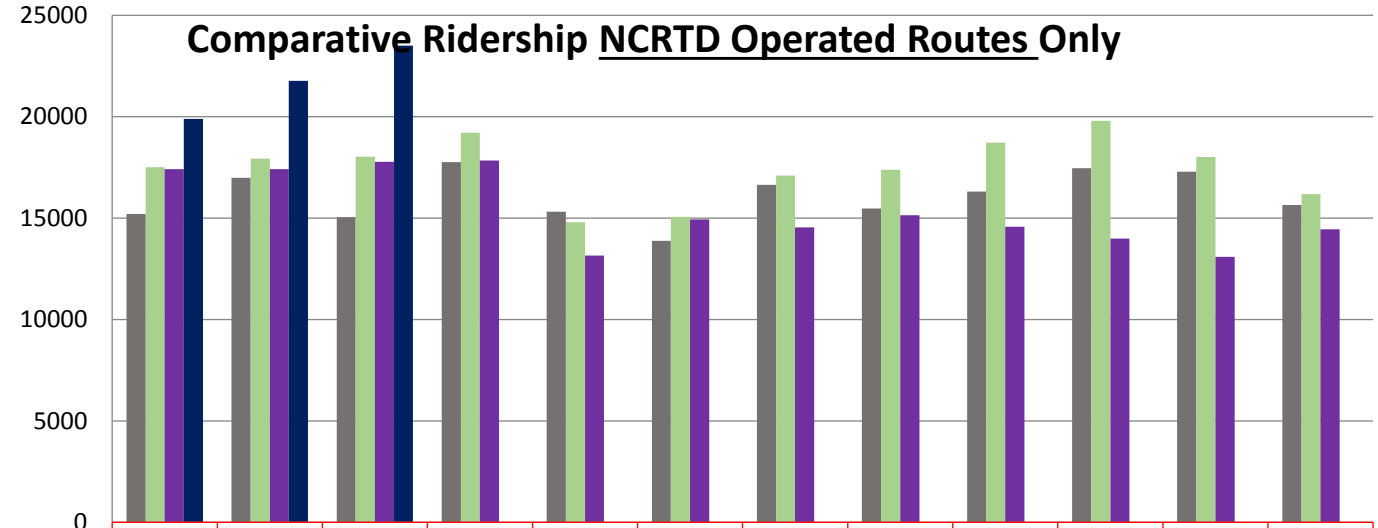
July-15	-0.83%
August-15	-8.27%
September-15	-1.48%
October-15	0.00%
November-15	0.00%
December-15	0.00%
January-16	0.00%
February-16	0.00%
March-16	0.00%
April-16	0.00%
May-16	0.00%
June-16	0.00%

Sep-2015
Ridership Report



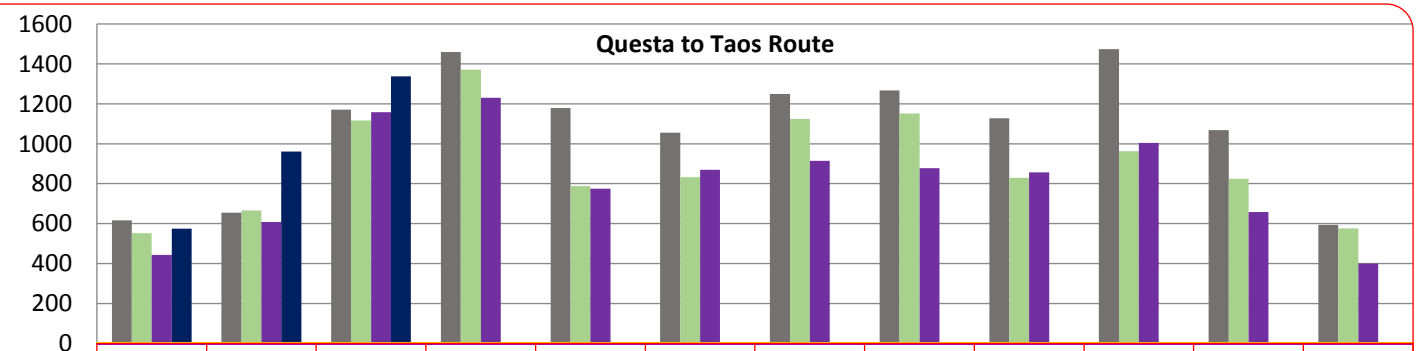
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 12-13	25935	26841	21732	26777	20508	16704	19235	17881	19820	21259	25775	26679
FY13-14	31,048	31,690	31,001	27,771	22,577	21,251	23,169	23,491	25,908	24,531	25,909	23,747
FY14-15	28,959	32,876	28,899	29,309	21,547	20,576	22,877	25,186	28,586	25,212	24,360	29,229
FY15-16	26,067	20,914	29,077									

FY12-13= 269,146 / FY13-14= 312,093 / FY14-15= 317,616 / FY15/16= 76,058



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 12-13	15200	16995	15052	17760	15317	13872	16642	15471	16315	17465	17285	15653
FY13-14	17,504	17,934	18,033	19,205	14,792	15,069	17,102	17,380	18,719	19,804	18,021	16,187
FY14-15	17,415	17,419	17,781	17,843	13,155	14,933	14,545	15,134	14,578	13,983	13,087	14,447
FY15-16	19,899	21,768	23,498						0			

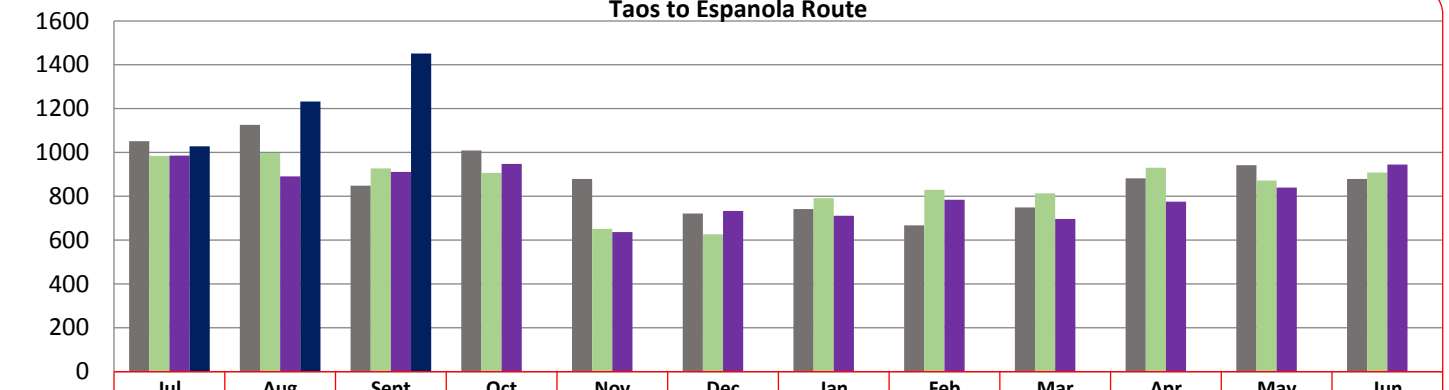
FY12-13= 193,027 / FY13-14= 209,750 / FY14/15= 184,320 / FY15/16= 65,188



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY12/13	616	654	1170	1459	1179	1056	1250	1267	1127	1474	1068	593
FY13/14	552	665	1116	1371	787	833	1125	1151	830	962	824	576
FY14/15	443	608	1158	1230	775	870	915	878	856	1004	657	400
FY15-16	574	960	1338									

FY12-13= 12,913 / FY13-14= 10,792 / FY14/15= 9,794 / FY15/16= 2,872

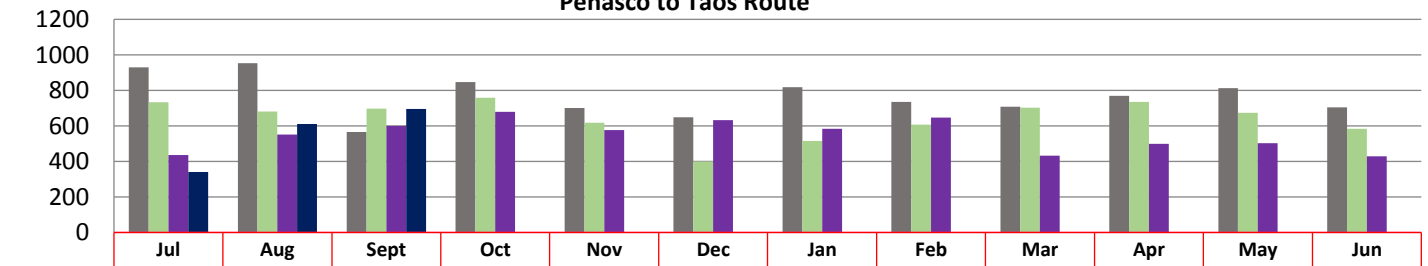
Taos to Espanola Route



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	1051	1126	849	1009	879	722	742	668	750	883	942	879
FY-13/14	985	998	928	907	652	627	792	830	813	930	872	909
FY14-15	986	891	911	948	637	734	712	785	697	776	840	945
FY15-16	1028	1233	1452									

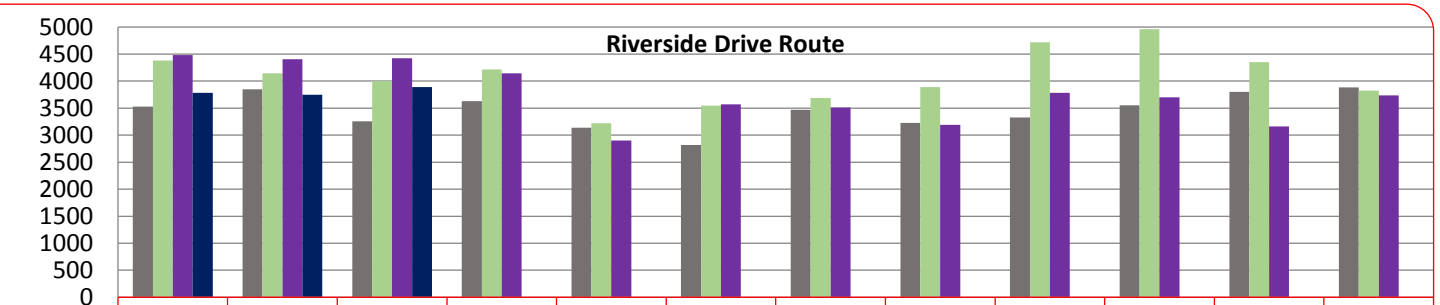
FY12-13= 10,500 / FY13-14= 10,243 / FY14/15= 9,862 / FY15/16= 3,713

Penasco to Taos Route



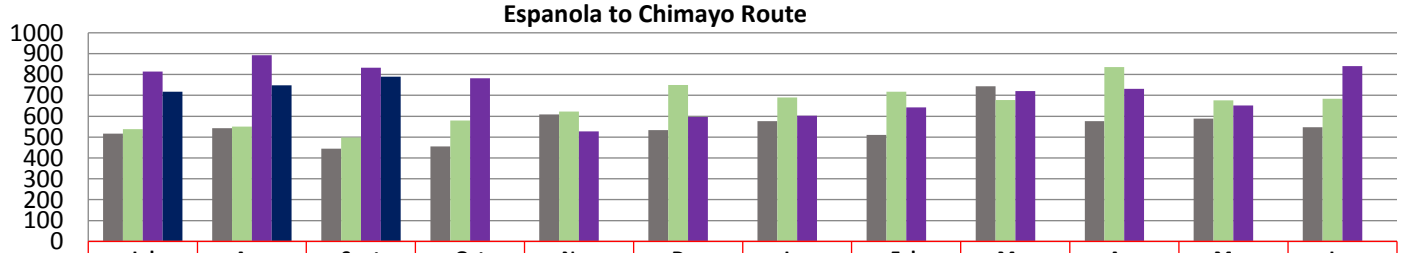
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	930	953	565	847	700	648	818	735	708	769	812	704
FY-13/14	733	681	697	759	618	400	516	608	702	736	674	583
FY14-15	436	551	600	680	576	632	583	647	432	499	503	428
FY15-16	340	611	695									

FY12-13= 9,189 / FY13-14= 7,707 / FY14/15= 6,567 / FY15/16= 1,646



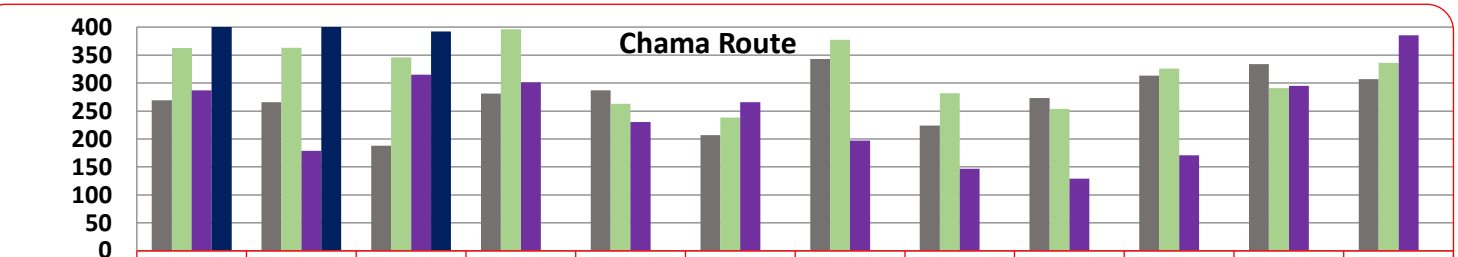
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	3526	3848	3257	3631	3139	2820	3468	3224	3324	3550	3799	3884
FY-13/14	4382	4145	4001	4213	3220	3548	3687	3890	4716	4962	4354	3825
FY14-15	4479	4405	4422	4146	2902	3572	3509	3190	3783	3700	3164	3735
FY15-16	3785	3748	3891									

FY12-13= 41,470 / FY13-14= 48,943 / FY14/15= 45,007 / FY15/16= 11,424



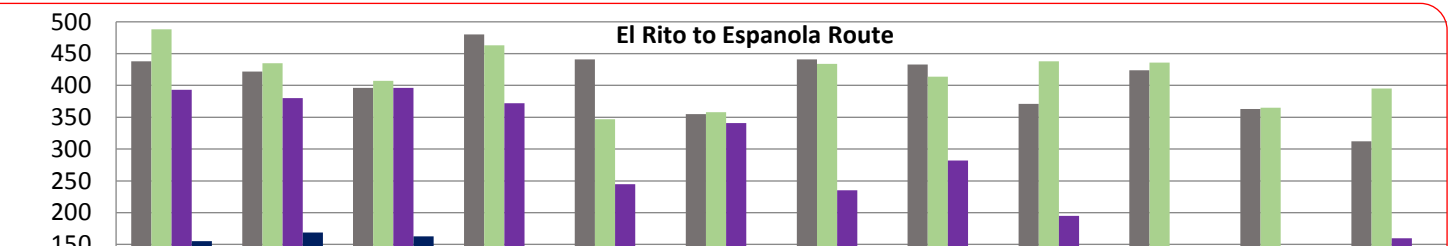
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	517	543	445	455	609	534	576	510	743	576	589	548
FY-13/14	538	550	498	580	622	750	690	718	677	835	676	684
FY14-15	814	892	833	782	528	596	603	642	720	732	651	840
FY15-16	717	748	790									

FY12-13= 6,645 / FY13-14= 7,818 / FY14/15= 8,633 / FY15/16= 2,255



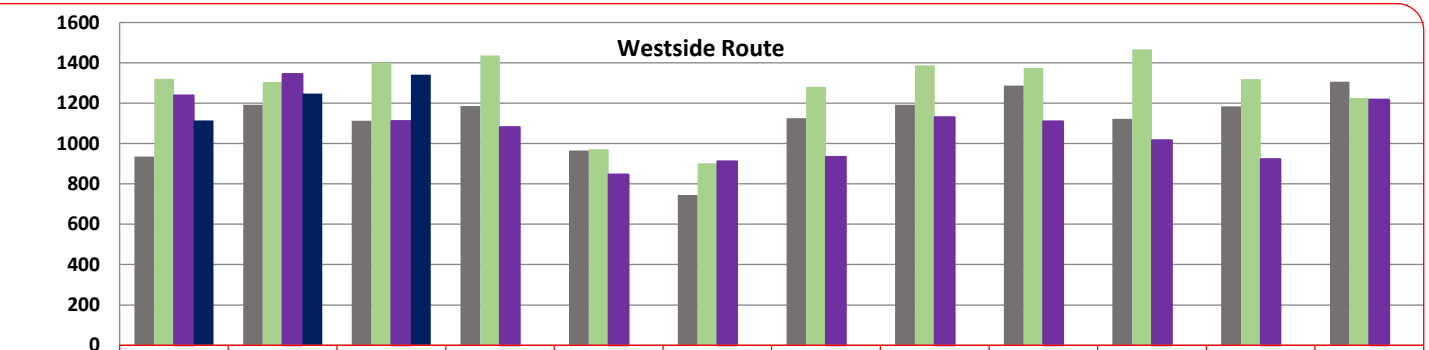
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	269	266	188	281	287	207	343	224	273	313	334	307
FY-13/14	362	363	346	396	263	238	377	282	254	326	291	336
FYFY14/15	287	179	315	301	230	266	197	147	129	171	295	385
FY15-16	463	441	392									

FY12-13= 3,292 / FY13-14= 3,834 / FY14/15= 2,902 / FY15/16= 1,296



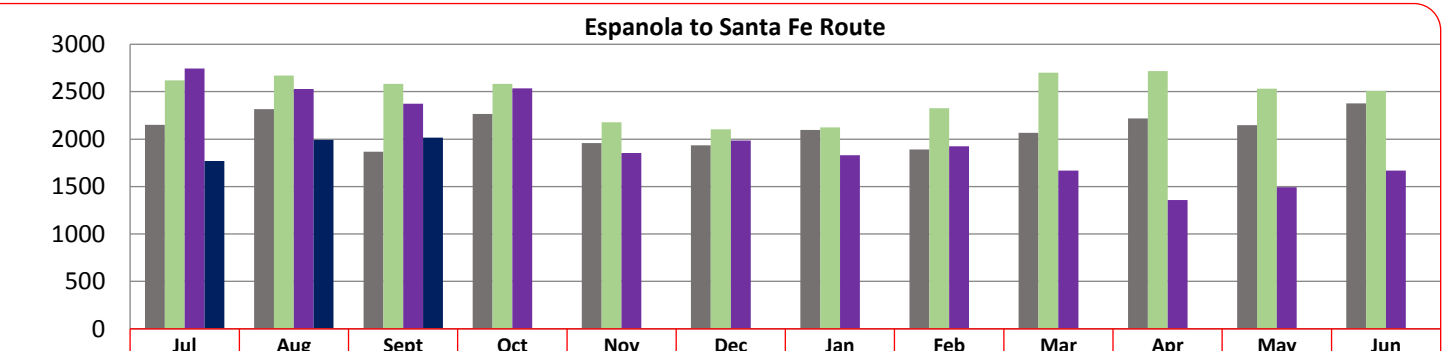
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	438	422	396	480	441	355	441	433	371	424	363	312
FY-13/14	488	435	407	463	347	358	434	414	438	436	365	395
FY14/15	393	380	396	372	245	341	235	282	195	116	114	160
FY15-16	155	169	163									

FY12-13= 4,876 / FY13-14= 4,980 / FY14/15= 3,229 / FY15/16= 487



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	936	1193	1113	1186	966	745	1125	1193	1288	1123	1184	1307
FY-13/14	1321	1305	1402	1437	972	902	1281	1388	1374	1467	1319	1225
FY14/15	1239	1345	1111	1082	846	912	933	1130	1110	1016	923	1217
FY15-16	1114	1248	1341									

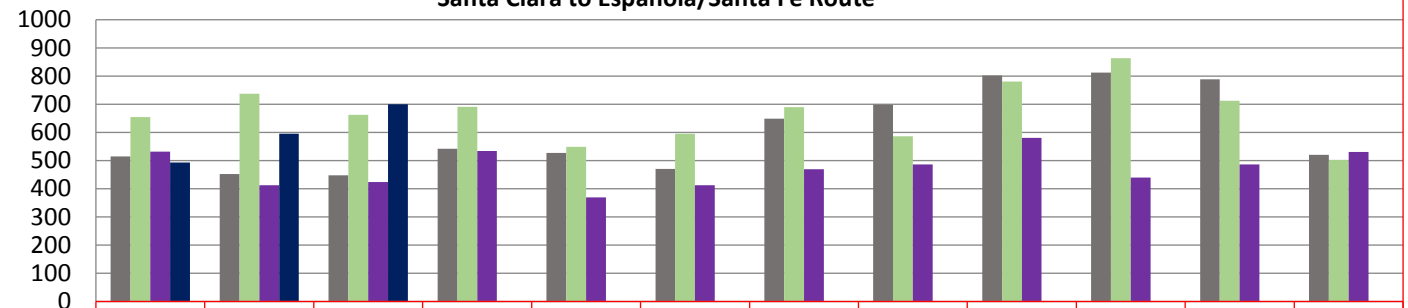
FY12-13= 13,359 / FY13-14= 15,393 / FY14-15= 12,864 / FY15-16= 3,703



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 12/13	2151	2316	1867	2265	1960	1934	2096	1890	2067	2217	2146	2377
FY 13/14	2620	2671	2583	2583	2179	2102	2123	2325	2700	2718	2531	2508
FY14/15	2744	2529	2374	2536	1855	1987	1831	1925	1670	1357	1494	1670
FY15-16	1771	1993	2016									

FY12-13= 25,286 / FY13-14= 29,643 / FY14-15= 23,972 / FY15-16= 5,780

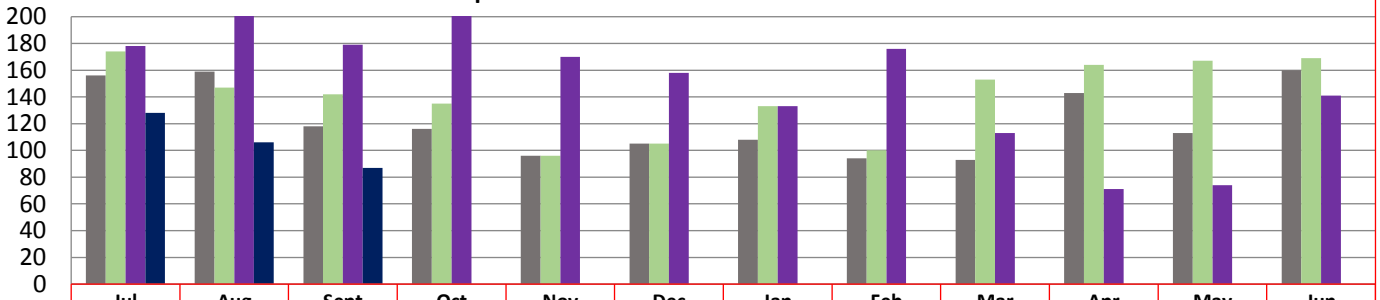
Santa Clara to Espanola/Santa Fe Route



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	515	452	448	542	527	470	649	699	802	812	789	520
FY-13/14	655	737	663	691	549	596	690	586	781	864	713	502
FY14/15	532	413	424	534	369	413	469	487	581	440	487	531
FY15-16	493	596	700									

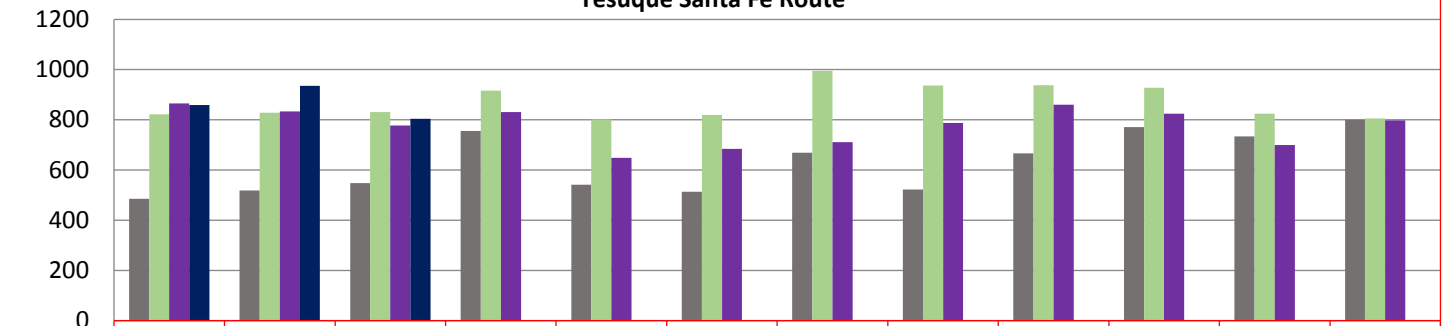
FY12-13 =7,225 /FY13-14= 8,027 / FY14-15= 5,680 / FY15-16= 1,789

Espanola to Los Alamos Route



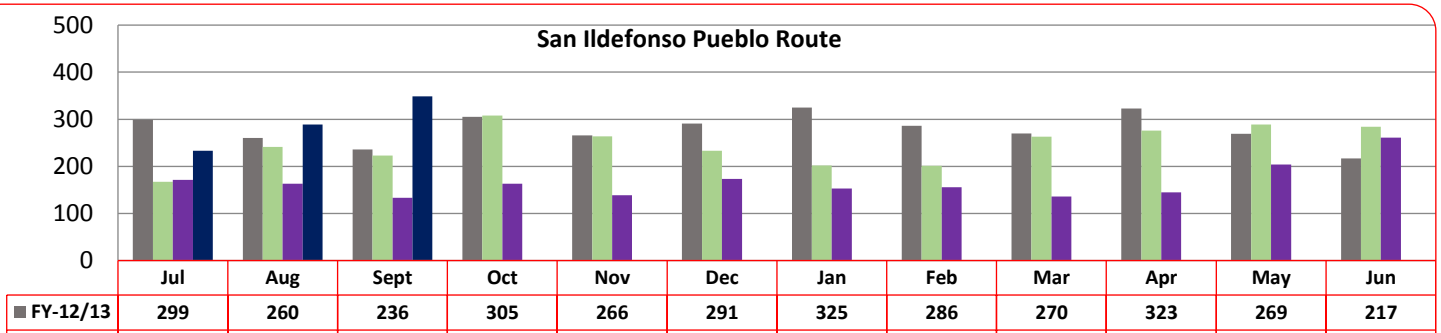
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	156	159	118	116	96	105	108	94	93	143	113	160
FY-13/14	174	147	142	135	96	105	133	100	153	164	167	169
FY-14/15	178	217	179	210	170	158	133	176	113	71	74	141
FY-15/16	128	106	87									

FY12-13 = 1,461 / FY13-14= 1,685 / FY14-15= 1,820 / FY15-16= 321



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	485	519	548	756	541	513	669	522	666	771	734	800
FY-13/14	822	829	831	916	802	820	995	937	938	928	825	805
FY14/15	865	834	777	831	649	684	711	788	860	825	700	798
FY15-16	859	936	804									

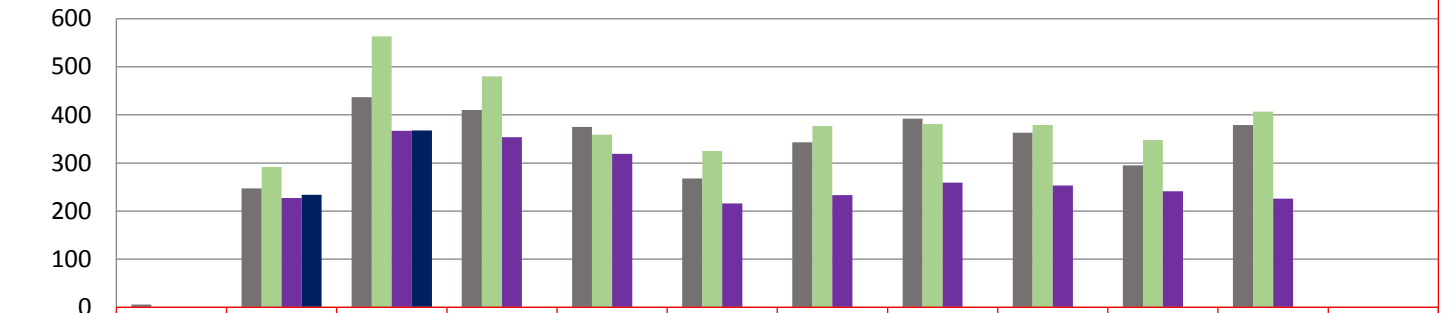
FY12-13 = 7,524 / FY13-14= 10,448 / FY14-15= 9,322 FY15-16= 2,599



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	299	260	236	305	266	291	325	286	270	323	269	217
FY-13/14	167	241	223	308	264	233	202	201	263	276	289	284
FY14/15	171	163	133	163	139	173	153	156	136	145	204	261
FY15-16	233	289	349									

FY12-13= 3,347/ FY13-14= 2,951 / FY14-15= 1,997 / FY15-16= 871

Demand Response Pojoaque Students



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	6	247	437	410	375	268	343	392	363	295	379	0
FY-13/14	0	292	563	480	359	325	377	381	379	348	407	0
FY14/15	0	227	367	354	319	216	233	259	253	241	226	0
FY15-16	0	234	368									

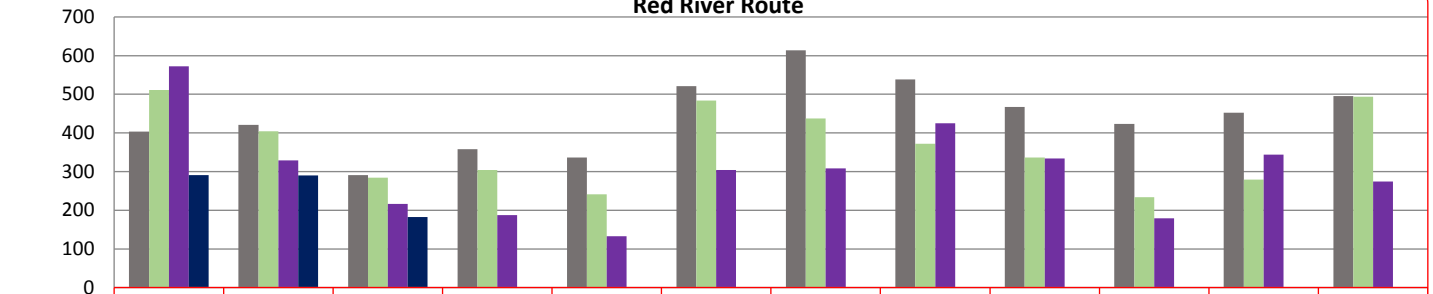
FY12-13= 3,515 / FY13-14 = 3,911 / FY14-15= 2,695 / FY15-16= 602

Demand Response Route

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	432	636	586	656	670	613	695	671	747	937	782	434
FY-13/14	418	603	696	802	699	663	794	734	743	764	766	348
FY14/15	431	565	683	656	500	538	691	717	736	786	780	314
FY15-16	461	581	742									

FY12-13= 7,849 / FY13-14= 8,030 / FY14-15= 7,028 / FY15-16= 1,784

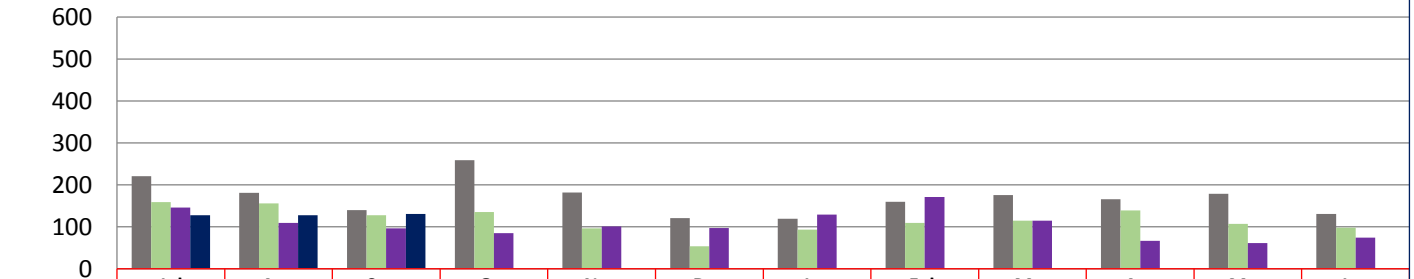
Red River Route



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	403	421	291	358	336	521	614	538	467	423	452	495
FY-13/14	511	404	284	304	241	484	437	372	336	234	279	494
FY14/15	572	329	216	187	133	304	308	425	334	179	344	274
FY15-16	291	290	182									

FY12-13= 5,319 / FY13-14= 4,380 / FY14-15= 3,605 / FY15-16= 763

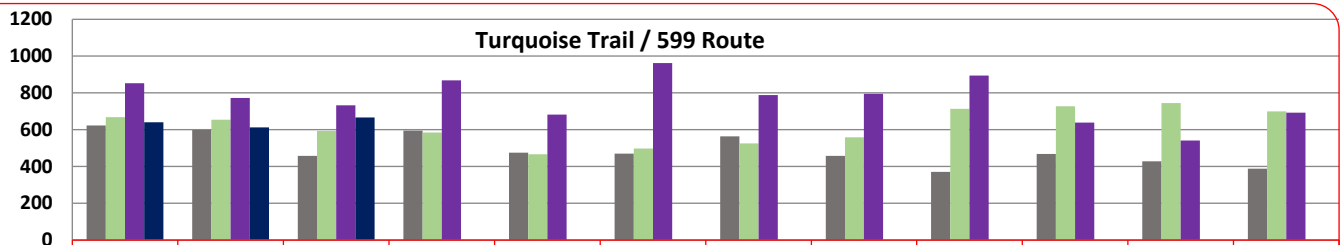
Pojoaque/Nambe Dial-A-Ride Route



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	221	181	140	259	182	121	119	160	176	166	179	131
FY-13/14	159	156	128	135	96	54	93	109	115	139	107	98
FY14/15	146	109	96	85	101	97	129	171	115	67	61	74
FY15-16	128	128	131									

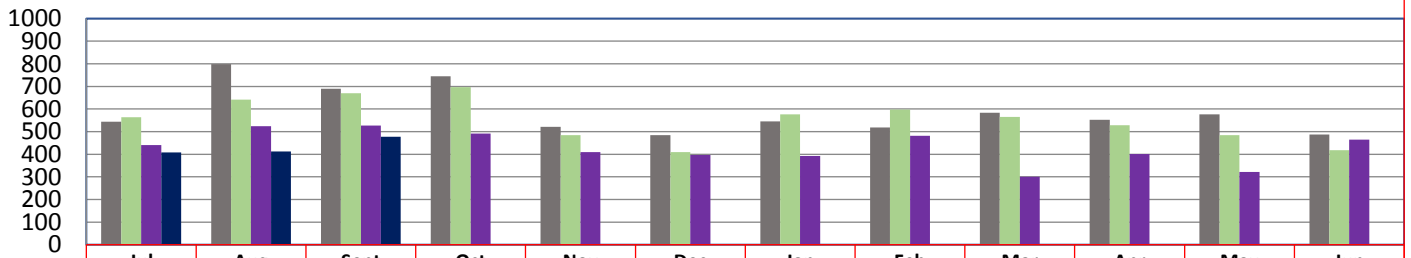
FY12-13= 2,035 / FY13-14= 1,389 / FY 14-15= 1,221 / FY15-16= 387

Pojoaque Route has been changed to Pojoaque Dial A Ride effective 03/16/2015.



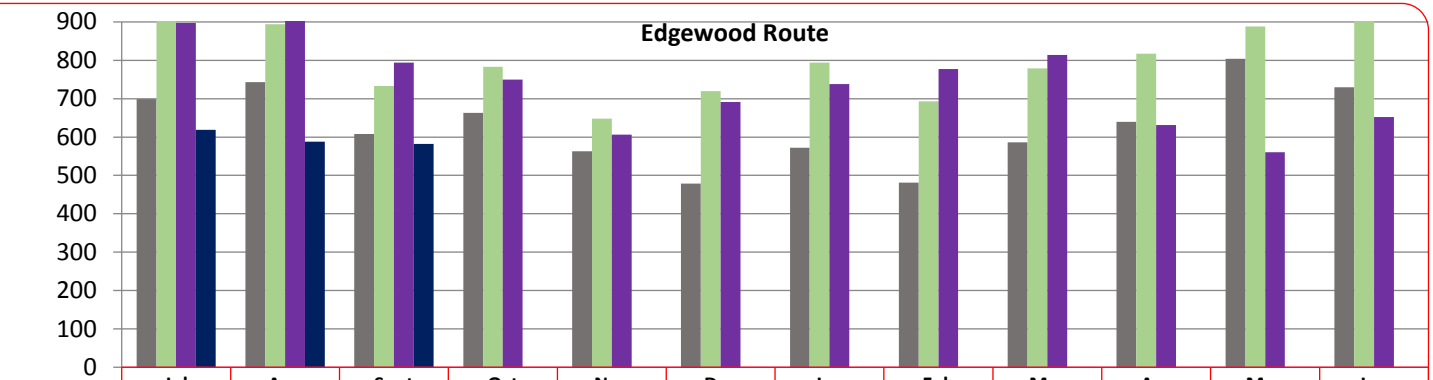
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	623	598	458	596	475	470	563	458	371	469	429	389
FY-13/14	669	655	594	585	467	498	526	559	713	727	745	700
FY14/15	852	773	733	869	682	962	789	795	894	638	541	692
FY15-16	641	613	666									

FY12-13= 5,899 / FY13-14= 7,438 / FY14-15= 9,220 / FY15-16= 1,920



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	544	799	689	745	521	484	546	518	584	552	576	487
FY-13/14	564	642	670	697	485	409	576	598	565	528	484	418
FY14/15	441	524	527	492	410	397	393	482	300	401	322	465
FY15-16	408	412	477									

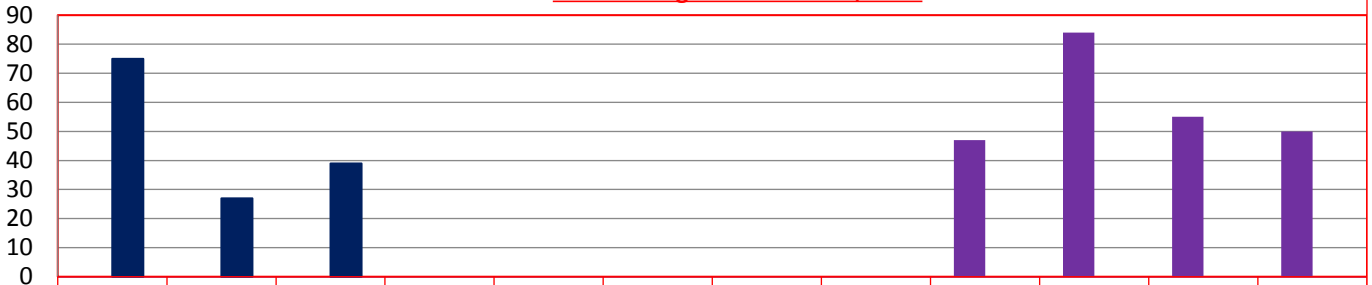
FY12-13= 7,045 / FY13-14= 6,636 / FY14-15= 5,154 / FY15-16= 1,297



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	699	743	608	663	563	479	572	481	586	640	804	730
FY-13/14	933	894	733	783	648	720	794	693	779	817	888	930
FY14/15	897	912	794	750	606	691	738	777	814	631	560	652
FY15-16	619	588	582									

FY12-13= 7,568 / FY13-14= 9,612 / FY14-15= 8,822 / FY15-16= 1,789

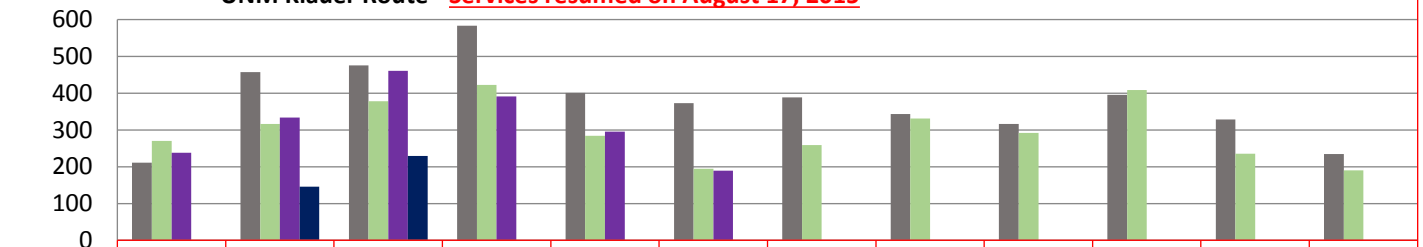
Tres Piedras - Services began of March 18, 2015



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY14-15	0	0	0	0	0	0	0	0	47	84	55	50
FY15-16	75	27	39									

FY14/15= 236 FY15/16= 141

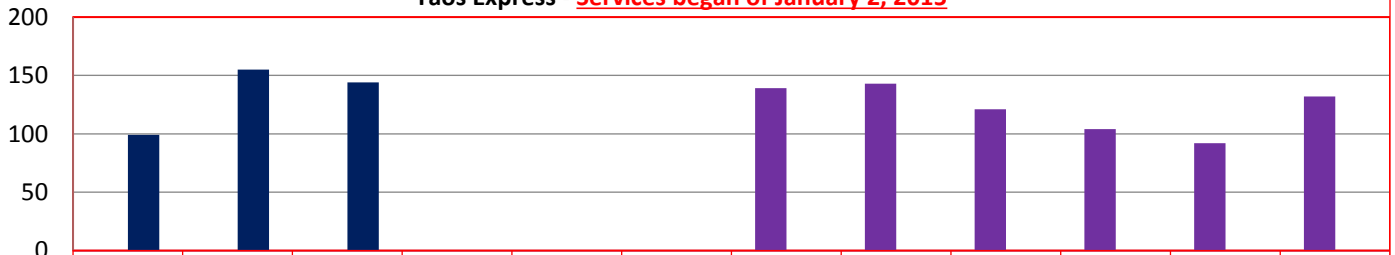
UNM Klauer Route - Services resumed on August 17, 2015



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	211	457	475	583	401	373	388	343	316	395	328	234
FY-13/14	270	316	378	422	284	194	259	331	292	408	235	190
FY-14/15	238	334	461	391	295	189	0	0	0	0	0	0
FY 15/16	0	146	229									

FY11-12= 3,197 / FY12-13= 4,504 / FY13-14= 3,579 / FY14/15= 1,908 FY15/16= 375

Taos Express - Services began of January 2, 2015



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY14/15	0	0	0	0	0	0	139	143	121	104	92	132
FY15-16	99	155	144									

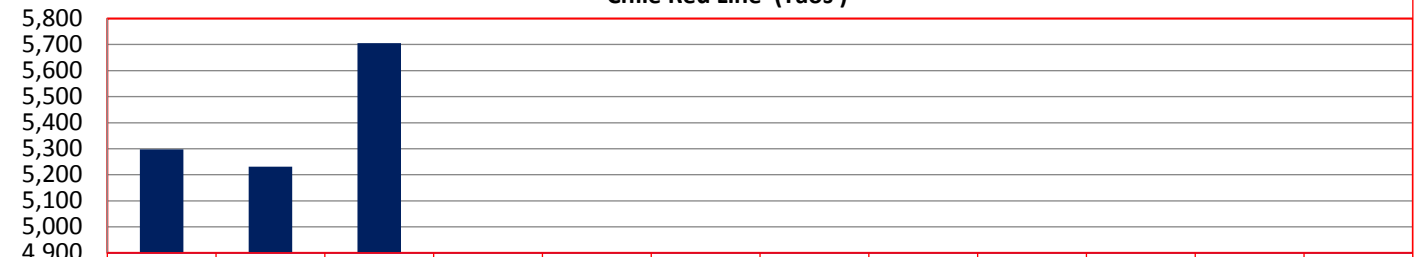
FY14/15= 731 FY15/16= 398

Special Events

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY14-15	0	0	0	0	0	0	0	0	0	0	0	105
FY15-16												

FY14/15= 105 FY15/16=

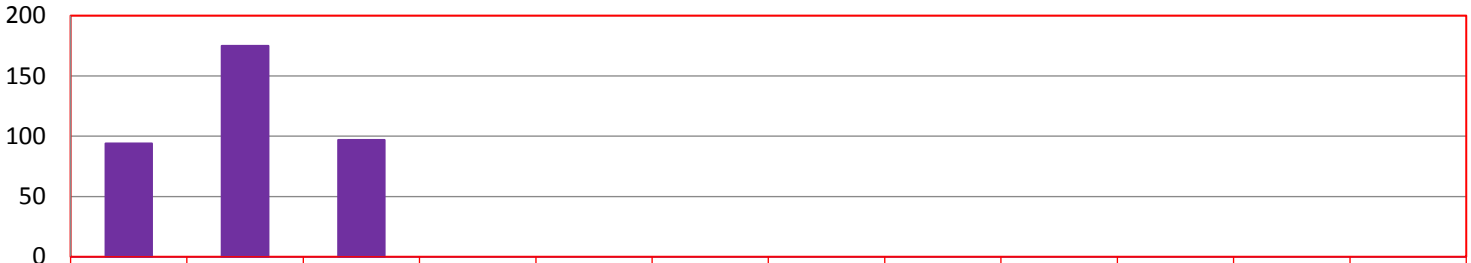
Chile Red Line (Taos)



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY15-16	5,297	5,231	5,706									

FY15/16= 16,234

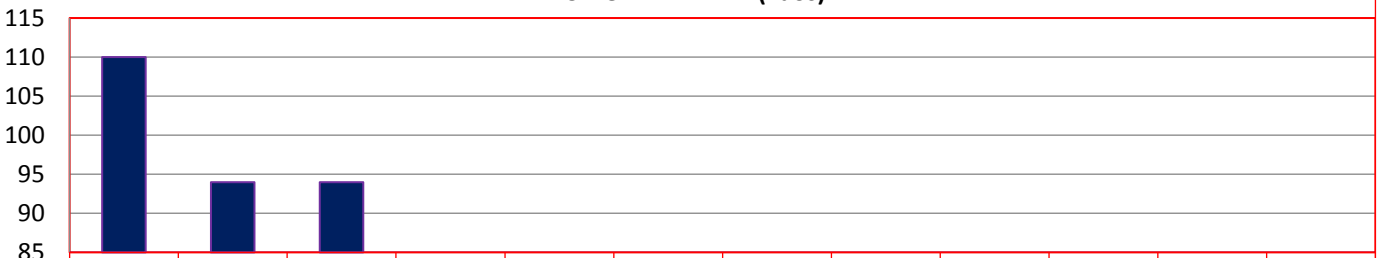
Deadhead



	July	August	September	October	November	December	January	February	March	April	May	June
FY15/16	94	175	97									

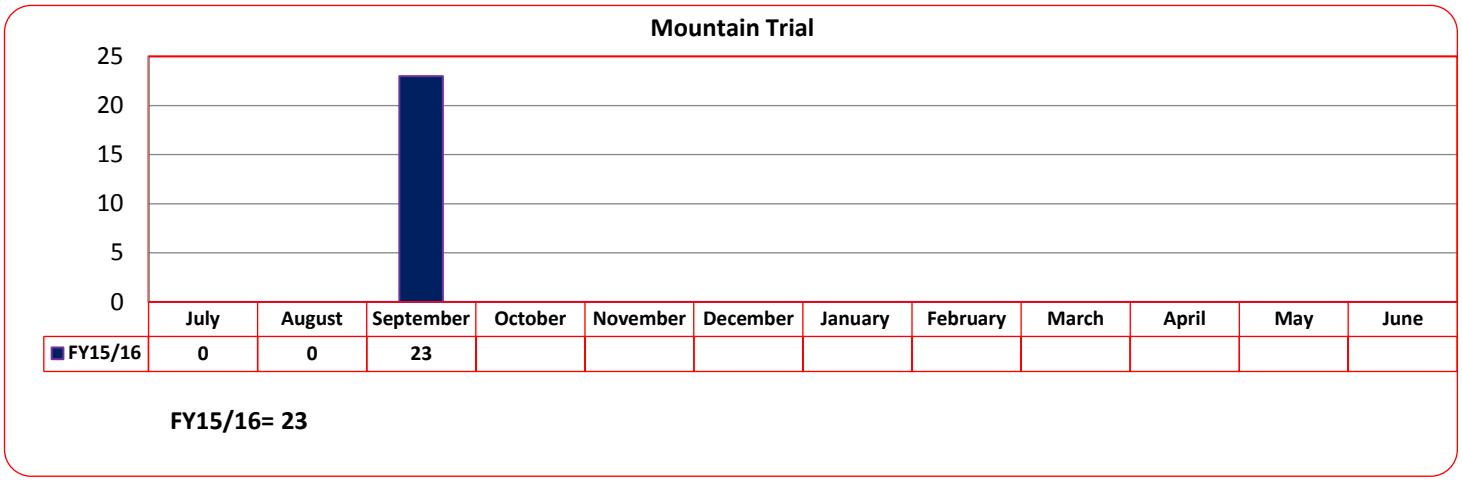
FY15/16= 366

Chile RIDE - ADA (Taos)

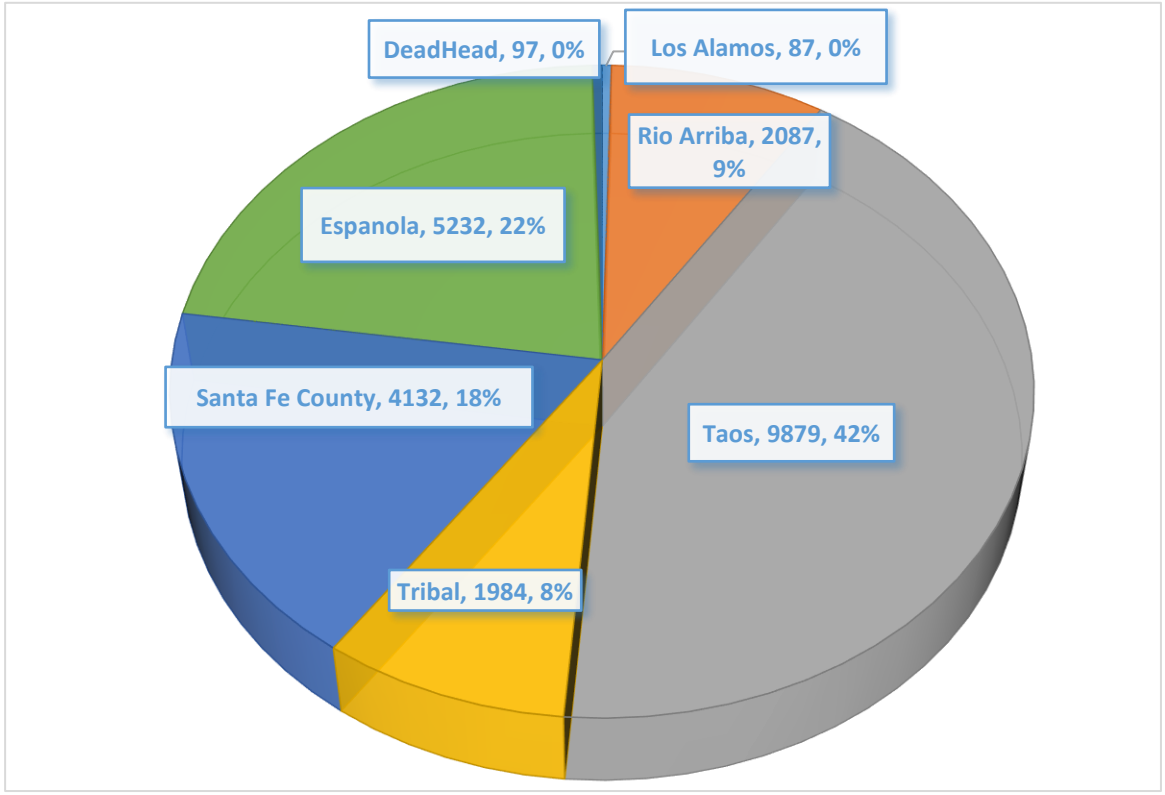


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY15/16	110	94	94									

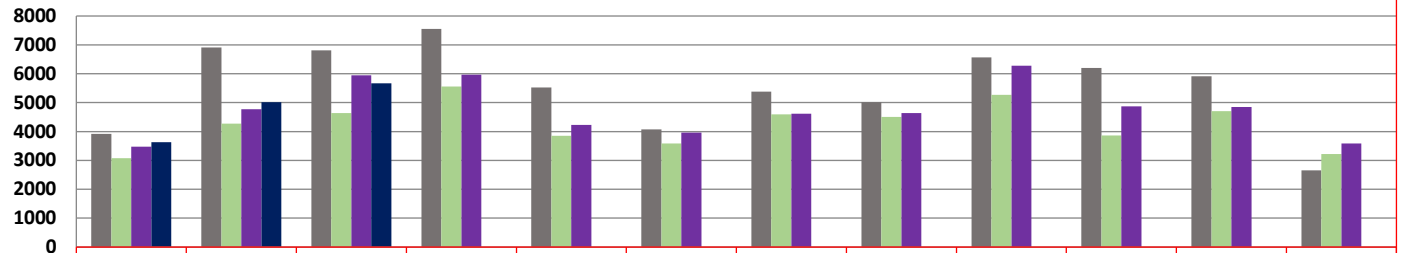
FY15/16= 298


Mountain Trial
25
20
15
10
5
0
July
August
September
October
November
December
January
February
March
April
May
June
FY15/16
0
0
23

FY15/16= 23


DeadHead, 97, 0%
Los Alamos, 87, 0%
Rio Arriba, 2087, 9%
Espanola, 5232, 22%
Santa Fe County, 4132, 18%
Taos, 9879, 42%
Tribal, 1984, 8%

Los Alamos Enhanced

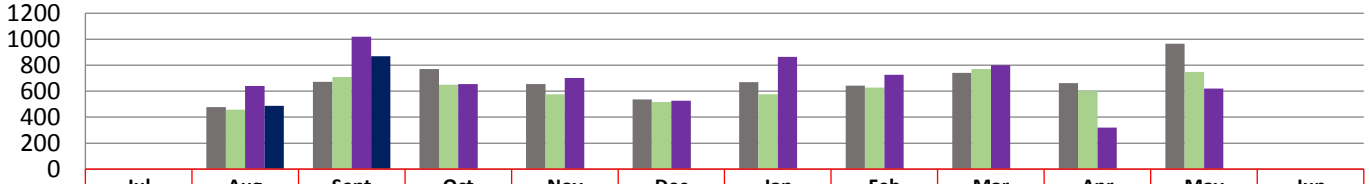


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	3920	6907	6809	7549	5529	4072	5381	5021	6572	6196	5908	2659
FY-13/14	3075	4278	4637	5556	3851	3588	4592	4508	5273	3869	4705	3216
FY14/15	3481	4772	5945	5965	4231	3965	4614	4635	6284	4868	4852	3592
FY15-16	3629	5016	5666									

FY12-13= 66,523 / FY13-14= 51,148 / FY14-15= 57,204 / FY15-16= 14,311

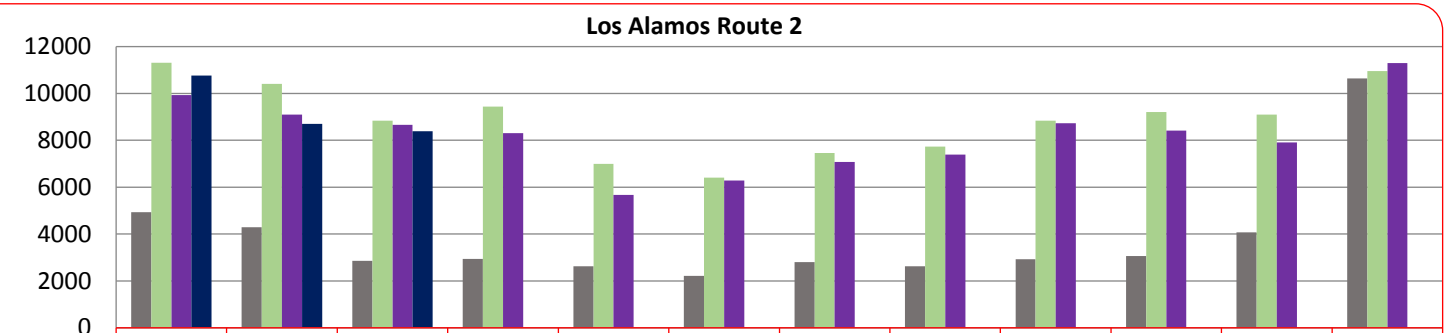
Los Alamos Route 11 formerly route 10

June-Route 10 didn't run due to fire



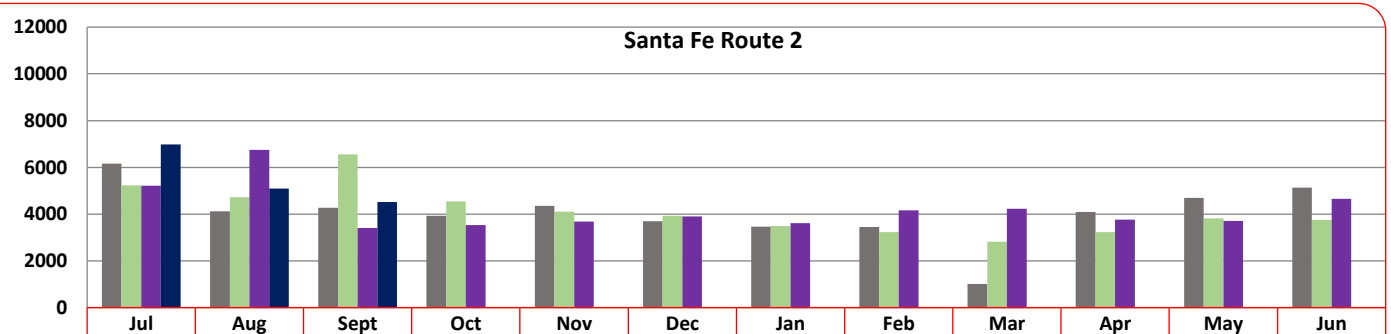
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	0	477	672	771	655	536	669	642	742	662	966	0
FY-13/14	0	458	709	649	576	517	575	627	770	601	748	0
FY14/15	0	641	1019	655	701	527	864	727	799	319	621	0
FY15-16	0	487	868									

FY12-13= 6,792 / FY 13-14= 6,230 / FY14-15 = 6,873 / FY15-16= 1,355



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	4936	4294	2859	2937	2628	2217	2808	2630	2924	3068	4068	10639
FY-13/14	11310	10405	8837	9433	6994	6408	7464	7736	8834	9206	9092	10952
FY14/15	9937	9092	8663	8308	5673	6280	7083	7387	8733	8418	7908	11297
FY15-16	10760	8705	8395									

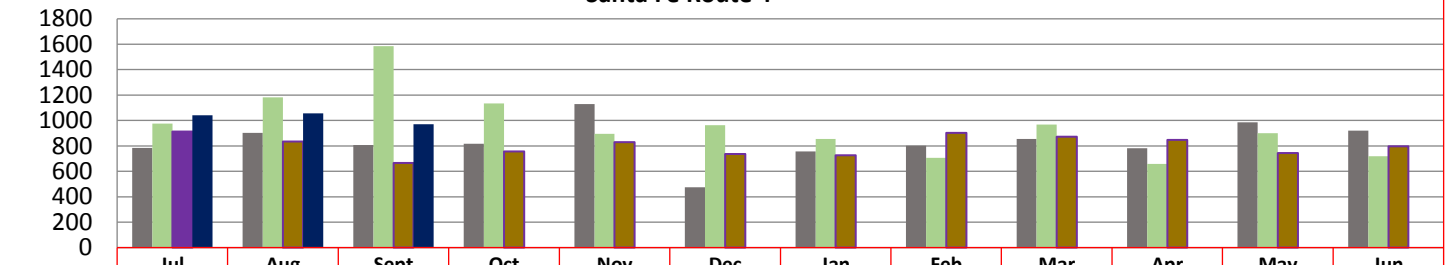
FY12-13= 46,008 / FY13-14= 106,671 / FY14-15= 98,779 / FY15-16= 27,860



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	6160	4116	4276	3929	4348	3700	3457	3447	1016	4094	4700	5139
FY-13/14	5224	4716	6556	4539	4099	3934	3483	3229	2824	3224	3822	3743
FY-14/15	5218	6743	3404	3534	3685	3902	3615	4163	4224	3760	3711	4647
FY - 15/16	6982	5089	4519									

FY12-13= 48,382 / FY13-14= 49,393 / FY14-15= 50,606 / FY15-16= 16,590

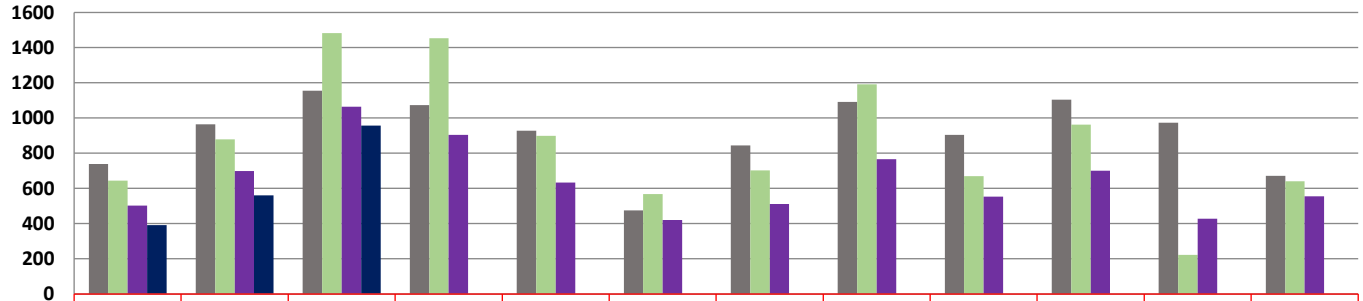
Santa Fe Route 4



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	785	902	808	818	1128	475	757	801	854	782	985	920
FY-13/14	976	1183	1585	1135	894	963	855	707	967	659	899	720
FY14/15	913	835	667	756	829	736	726	902	873	848	743	798
FY15-16	1041	1056	970									

FY12-13= 10,015 / FY13-14= 11,543 / FY14-15= 9,626 / FY15-16= 3,067

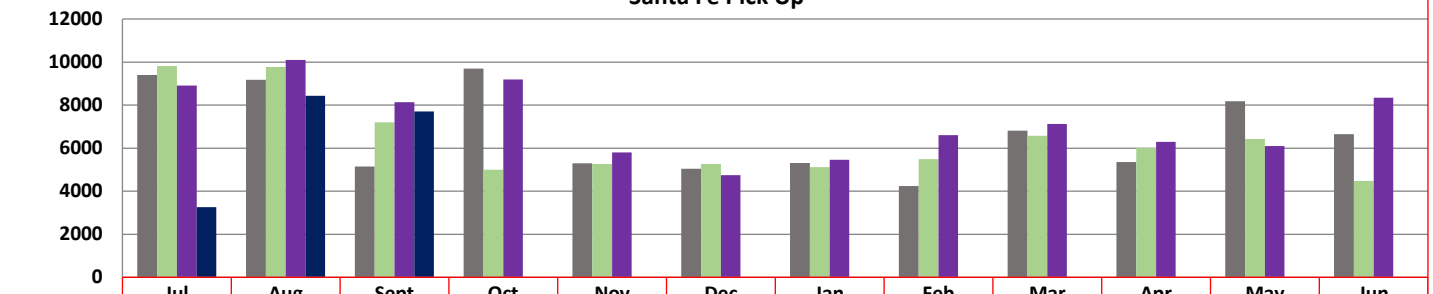
Santa Fe Route 22



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-12/13	739	965	1155	1074	928	475	844	1092	904	1105	973	671
FY-13/14	645	879	1483	1453	899	568	703	1191	670	963	223	641
FY14/15	502	699	1065	904	633	420	511	766	553	701	429	556
FY15-16	392	561	958									

FY12-13= 10,925 / FY13-14= 10,318 / FY14-15= 7,739 / FY15-16= 1,911

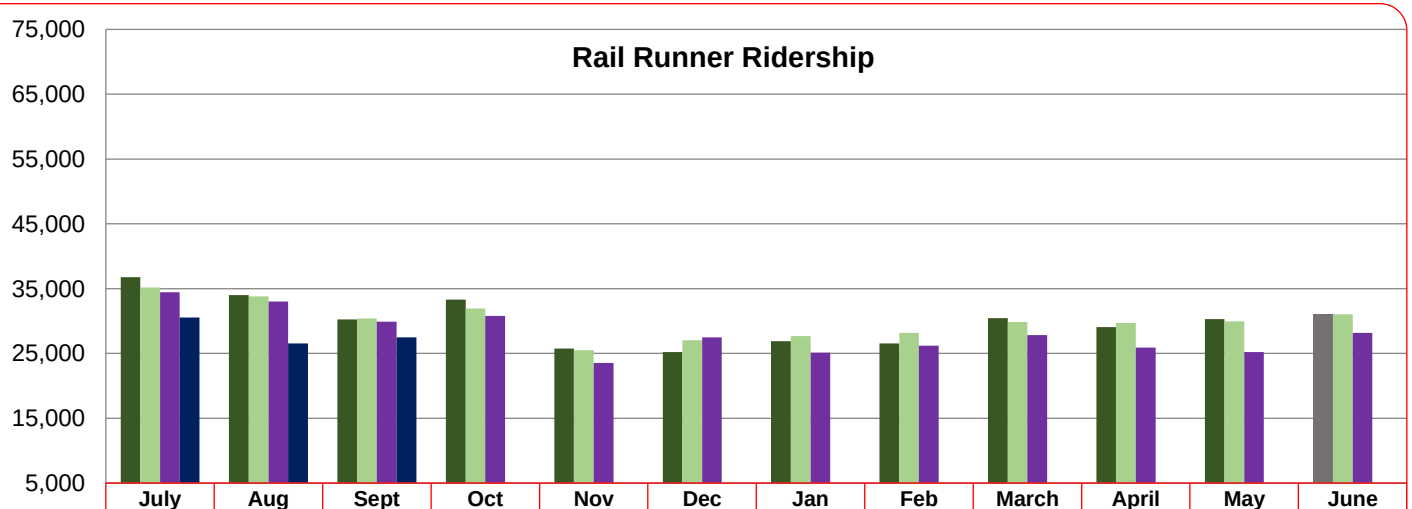
Santa Fe Pick Up



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY- 12/13	9395	9180	5153	9699	5292	5046	5319	4248	6808	5352	8175	6651
FY- 13/14	9818	9771	7194	5006	5264	5273	5120	5493	6570	6009	6420	4475
FY- 14/15	8908	10094	8136	9187	5795	4746	5464	6606	7120	6298	6097	8339
FY-15/16	3263	8431	7701									

FY12-13= 80,318 / FY13-14= 76,413 / FY14-15= 86,790 / FY15-16= 19,395

Rail Runner Ridership



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
FY-12/13	36,767	33,994	30,270	33,336	25,750	25,194	26,887	26,541	30,434	29,068	30,278	31,021
FY- 13/14	35,176	33,786	30,401	31,949	25,522	27,034	27,692	28,176	29,859	29,724	29,930	31,020
FY- 14/15	34,454	33,020	29,923	30,811	23,537	27,502	25,101	26,186	27,842	25,908	25,200	28,196
FY-15/16	30,534	26,572	27,494									

FY12-13= 309,115 / FY13-14= 360,269 / FY14-15= 337,680 / FY15-16= 84,600